

Master Painters, you've done it again, again.

A year ago in our newsletter a front page heading read: "Master Painters, you've done it again!"

This was in recognition of the Mid and South Canterbury Master Painters painting the outside of the inpatient unit in 2021.

Now we've had to add another "again" to the heading as the group has started painting the inside of the unit.

This is certainly no small job with 41 individual rooms plus a rather large hallway and once again we find it hard to say thank you enough.

Different firms have been available on different days and despite the unit continuing to operate as normal the project has gone remarkably smoothly. The job will not be fully completed until next year but 75% has been done, and it has certainly freshened up the building. It has also saved Hospice something like \$70,000.

The firms have volunteered their time, the paint has been donated by Resene, and Deborah Still designed the colour scheme free of charge. The painting firms involved are Bradfords (Ashburton), Scammell Painting (Ashburton), Interpaint (Waimate), Waimate Decorating, Residential Painting Services, Steve Turnbull Decorating, Clark Decorating, Ranger Specialist Coatings, Lusty Decorating, Shore Decorating, Jeff Allan Paint & Paper, Grant Jenkins Contracting. Please support them.

Master Painters also painted the Church Street shop in 2018. Fantastic community spirit! Thanks to all.



Many painters, much goodwill, and the job is being done.

Award for Dr D'Souza



Congratulations to our palliative medical specialist Dr Catherine D'Souza for recognition at the Australasian Royal College of Physicians conference in Canberra.

The College has established a new award to recognise "outstanding contribution to the specialty of palliative medicine" with Catherine the inaugural winner.

Catherine is chair of the Aotearoa Committee of the Australia New Zealand Society of Palliative Medicine and has been instrumental in the establishment of the Palliative Care Collaborative Aotearoa. This body is a collaboration of five palliative bodies in New Zealand (including Hospice New Zealand) whose aim is to create a single voice to lobby for greater recognition of palliative care.

She has also been to the forefront of recent media publicity about Government underfunding of the palliative sector and in particular hospices, and was also a public voice in the national End of Life Choice Act debate.

We are very fortunate to have Catherine as the medical lead of palliative care in South Canterbury and extend our congratulations on this award.

Coming up for air as Covid subsides

Touching wood as we write, but the impact of Covid is on the wane.

And with that it feels like we are coming up for air, and when/ if we finally rid ourselves of these masks we really will be breathing sighs of relief.

When our last newsletter came out in May the Omicron outbreak had passed its peak. South Canterbury's highest case numbers in any one day came on March 23 and 24 with 319 each day.

Slowly this declined to about a dozen a day by mid-September when regular reporting ceased. Timaru Hospital reached a peak of 21 Covid patients on August 3. At time of writing there had been 28 deaths of South Canterbury people with Covid.

For us at Hospice we have survived, and through good luck or good management we did not have more than two staff off work at the same time due to Covid. In total, around two thirds of staff contracted Covid or were required to self isolate.

We don't believe anyone contracted Covid through Hospice itself, and were fortunate to not have any patients infected with Covid.

What can't be understated has been the goodwill of nursing staff in covering for each other during this time, with Clinical Nurse Manager Faye Gillies required to work a number of shifts when numbers became really tight. We also could not have operated without the goodwill of our housekeepers Lyn Riddle and Nyomi Shaw and volunteer manager Ange Rattray in covering the kitchen, and also for those who worked at the weekends manning the entry door.

Ironically, the end of the Omicron outbreak proved our most challenging time with staff away on well-earned leave just when we had a run of other sick leave.

When the Government ended the traffic light system on September 12 our shops no longer required masks to be worn; while in the inpatient unit we relaxed our visiting rules. These have been difficult on families and staff, as we'd rather not have any restrictions.

It took some thinking around what we used to do "in the good old days" regarding which doors we unlocked when, and it felt great when we pulled down a heap of Covid signs. (Not to say we've thrown them away though).

Since 2020 Covid has been a dominant part of all our lives. For Hospice it has made it harder to deliver our personal skills due mainly to masks and restrictive rules, we didn't feel the same when non-clinical staff were required to work from home; and there was a joint sigh of relief when we no longer had to RAT test each day before coming to work.



GM Peter O'Neill on the last day of temperature checking ... hopefully.

We've had to cancel two of the last three Caroline Bay Rock and Hops and the shops have been closed three times for a total of 20 weeks.

Our Governance Board and Foundation have been great supports during this time and together we've come out the other side.

Yes, we are still touching wood, and just hoping we don't have to get those signs out again.

To sign off on a happier note, and remembering our mantra of "this is a happy place where sad things sometimes happen" there have also been some humorous moments.

A patient asked if he could have a living funeral and counsellor Catherine Richardson and her minister husband Brent officiated in the Hospice lounge. The closing song was Monty Python's "Always Look on the Bright Side of Life". All went well until the verse where everyone has to whistle ... while wearing masks.

Following the sad passing of our cat Patsy in April we have welcomed Heath into the fold.

We seem to have struck it lucky again and while he might not be sure at times if he wants to be inside or outside he does have a knack of knowing which patients to go and visit. They get great pleasure from his company.



) Holistic care (at its best



Card making in the Cottage, led by volunteer Jan Robb.

Here at Hospice we offer a service that more people should know more about. It is our Monday Hospice Wellness Day in our Cottage, available to people with a terminal illness to come and enjoy each other's company and to be supported. Below follows a narrative the Wellness team has provided about the service.

Bright and early on a Monday morning EN Diane Wilson arrives to get things prepared for The Wellness Day at the Hospice Community Cottage. Food is prepared by Ange Rattray and the Hospice cook, a few flowers thoughtfully arranged, and milk checked for the expiry date!

A volunteer driver heads out to pick up participants, or a family member will bring them, and then around 10am it is all on!

Starting with a cup of tea and a bicky there is a lovely relaxed feeling in the room as Diane and Doreen O'Sullivan (our complimentary practitioner) along with a volunteer welcome and chat with patients and their carers.

Some of the most common features of this day are: laughter, care, relaxation, pampering, and a variety of activities. Foot spas are offered – a chance for participants to have their feet pampered while hands are often massaged. Foot massage follows as desired.

For those who want reiki and reflexology these are also offered. A quiz may be happening or there may be an activity on offer – this year has seen us learning to draw birds, card making, one person working on their biography with a volunteer, gentle chair exercises, Bingo, old TV sitcoms and skittles games. All of this is followed by lunch where specific needs are catered to.

For the caregiver the Wellness Day provides a mini respite (often needed), an opportunity to go and get the groceries, go to a hair appointment or have a coffee and catch up with a friend knowing their loved one is well looked after (and having fun too!). The chat with staff is often greatly appreciated as a chance to share concerns or challenges.

This is all part of the holistic way we care for patients at Hospice – seeking to meet not just physical needs but social, emotional, intellectual and spiritual.

Any palliative patient in the community is welcome to attend (the more people the merrier) and you can phone Hospice on 6877672 for more information. Visitors are welcome, however due to catering we do prefer it if you can notify us the week before.

The Hospice Wellness Day is held weekly on a Monday from 10-1 or 2pm (closed on Public Holidays), and like all our amazing Hospice services, it's free!

WISHLIST Volunteers. For our shops and inpatient unit cooking. Even once a month is great.

Someone to wire brush the underside of our trailer. It's a bit rusty. 9v alkaline batteries (Panasonic evolta) Greggs instant pudding. Greggs jelly. Biscuits. Baby wet wipes. Jif. Tissues. Washing powder. Blue pens.

Welcome to new staff

IRA PUERTILLANO, Registered Nurse

Ira is from the Philippines and has been in New Zealand for eight years. She joins us from the Strathallan Rest Home where she has worked for the last five years.

She came to Hospice because she heard that it was a lovely and supportive place to work, and is now upskilling in the essential elements of palliative care involving her patients, families and whānau in our specialist hospice setting. Ira is adaptable and has filled a few Team Leader days when there are gaps in the roster



KATIE CLARK, Enrolled Nurse

Katie joined the team at the end of July, coming from an extensive background of nursing in ARC locally, Canterbury and North Island.

Katie and her young family have settled in Fairlie and we look forward to getting to know them all.



TARA MCINTOSH, Enrolled Nurse

In August Tara joined our team as a new graduate EN and is placed with us for one year under the ENSIPP programme (Enrolled Nurse Supported into Practice Programme).

Tara is being supported during this year to grow as a nurse and will have the opportunity to join our team permanently at the end. Tara also has a young family and has many life skills under her belt.



KIM ROGERS, Events and Marketing Manager

Kim has had various occupations over the last 40 plus years – hospitality, owned a business, worked in both radio and print advertising, and kitchen designer for the last 12 years. In her spare time she is involved in theatre both with the South Canterbury Drama league and Aidan Theatre, a small community theatre group. Also heavily involved with the South Canterbury Club on the Terrace.



TRACY BROSANAN, Office Administrator

Tracy has lived in Timaru for most of her life. She enjoys spending time with family and friends, reading, gardening, exercising, travelling and making the most of her life.

She has worked in the office environment for more than 20 years, performing a variety of administrative tasks, and is passionate about working in a community setting.



ANN BROWN, Funding manager

Ann's not new but has a new role, shifting from an Office Administrator job to take over from Karen McCrostie as Funding Manager. Ann was somewhat aware of what was Karen's role required, but fair to say the job involves the wearing of many hats.

She has started with a bang, with a \$150,000 grant from Pub Charity and \$14,800 from the Aotearoa Gaming Trust.



JO SULLIVAN, Orbell Street shop manager

Jo is married to Otaio farmer Brian and they have three children.

Her interests include sewing with a wardrobe full of her own designs while also buying second hand vintage clothes. She loves vintage shopping and seeing products being recycled.

In her free time she enjoys gardening and being outdoors and staying fit, and says she is always up for a challenge.

She comes to Hospice after 20 years at the Timaru Sewing Centre.



Long service recognised

Congratulations to two of our Enrolled Nurses who reached impressive service milestones recently.

Diane Wilson passed an impressive 20 years with Hospice, which is a long time delivering loving care to hundreds of patients.

As well as working in the in-patient unit Diane also runs our Cottage Wellness Days on Mondays, where terminally-ill people from the community come for a day of activities and social connection. She has also been involved in presenting sessions at education courses.

We've also acknowledged 15 years' service by EN Jenny Hardie. As well as the care she provides patients, Jenny has a special skill in finding stuff around Hospice that needs fixing. Certainly keeps the GM on his toes.



Diane Wilson (left), 20 years of dedicated Hospice service, and Jenny Hardie.

Work has begun on improving room 1 of the inpatient unit. This was the only one of our seven rooms that did not have a sliding door to the gardens so a window was swapped out with a door. This has provided a lot more natural light into the room.

At the same time a deck with seating and a pergola is planned, although there has been some hold-up with a shortage of plasterers. We are looking forward to this wonderful new space being finished, and thank our Hospice Foundation for the investment.

Farewell

Karen McCrostie left us in July for a well-deserved retirement and two grandchildren to smother. Twenty-one years as the public face of Hospice is long enough for anyone, especially as it represents two-thirds of the life of Hospice itself.

Karen was first employed as an administration assistant, but within two years was appointed funding manager, a role she held throughout.

This involved applying for grants, establishing our shops and organising events such as the popular Wine and Food Festival plus many memorable Balls. More importantly, she established the reputation of Hospice being an excellent event organiser, which we endeavour to continue.

She also established the culture within Hospice that the priority of everyone who works here is the patients, whether you had contact with them or not. That is a lasting gift.

We farewelled Karen with a fitting function and we wish her the very best.



After 21 years of being the face of Hospice Karen McCrostie has started a well-earned retirement.

Karyu Lewis

left us in June for Christchurch and 2 grandchildren after 10 years as our Orbell Street shop manager. As, in fact, the only Orbell St shop manager to that point.

She was there on day one and oversaw huge change and growth, with the shop now a major income earner for Hospice. That didn't happen by accident but was driven by huge passion not just for the job but for Hospice itself, and for that we are grateful.

She has left the shop with a reputation of being a high-end must-see destination shop, which one year made it to the finals of the South Canterbury Business Awards.

During her time, the shop brought in almost \$2 million for Hospice



Jeanna Muuro

also left in June, for a new role at Maree Hynes Interiors, after eight years as Events and Marketing manager.

Jeanna's legacy is the Caroline Bay Rock and Hop as she was the driving force that brought it all together with an attention to detail that stands it apart from other such events in the country.

It is something that Hospice and the district can be enormously proud of, as a significant money earner for us and a huge money earner for the district. She also organised many other events during her time as well as running our website and social media platforms, all with great professionalism and, in the nicest possible way, a lot of noise.

She has left big shoes to fill.



Shristy Bhaudari

(front row, second from right) left our nursing team in June 2022 when we had a farewell morning tea. Shristy joined our team two years earlier and quickly settled into working all shifts.

Shristy embraced learning new skills with palliative care qualities wholeheartedly, and also spoke on palliative care in her home country of Nepal at a couple of education sessions.

We all looked forward to gatherings when her little daughter Aroha joined us. We saw Aroha grow from a baby to busy little toddler. Shristy has moved to Christchurch where she is closer to family and friends and is working at Chch Public Hospital.

UPCOMING EVENTS

Hospice Annual General Meeting: November 23 (to be confirmed).
Farmers Tree of Remembrance campaign. Mid-November until Christmas.
Caroline Bay Rock and Hop: March 16, 17, 18 and 19.



Strengthening community links

A hui was held at Hospice on 16 September as we look to strengthen our ties with Maori health organisations.

GM Peter and CNM Faye attended an Arowhenua Whānau Services open day in Temuka on August 24 and then invited key AWS people to visit Hospice.

Both were excellent forums to find out exactly what each other offer and for Hospice to find new ways to get word out about our different services, while also asking what barriers if any exist to accessing our services.

Pictured (from left): Hospice SC General Manager Peter O'Neill, Arowhenua Whānau Services Mokopuna Ora/Cultural Advisor Kathy Campbell, Hospice SC Clinical Nurse Manager Faye Gillies, and from Arowhenua Whānau Services Kaumatua Kaimahi Lisa Donaldson, Whānau Ora nurse Mel Hohaia and Kaiwhakahaere Maria Parish. Thanks to AWS for the photograph.



Bike ride brings \$43,400

As stated in the May newsletter the Central South Island Bike Ride went ahead in February albeit in a revamped format. What we didn't know then was how much was raised and Hospice South Canterbury's share of that.

We do now and it was a most impressive \$43,400 for Hospice as the cornerstone charity, which was fantastic from the Covid-impacted event.

The ride has now provided \$805,000 to Hospice in the 15 years of our involvement. Just brilliant.



HIGH TEA A HIT

The Old Bags High Tea on September 10 was a great success, with many laughs and an impressive \$6500 raised. Thanks especially to the girls committee which takes charge of such events.



The committee also asked participants to bring along a donation for Presbyterian Support's Family Works food bank and two trollies full of goods were passed on.

Pictured are committee members Burnetta and Karen with some of the amazing food and Ellen and Ann delivering the food bank items to Presbyterian Support.



Jeans Only Day

Jeans Only Day for Hospice was again well supported by individuals, businesses, schools and other groups.

Thank you all. At time of writing we were still tallying the donations.

A special thanks to the staff at Mackenzie Healthcare led by activities co-ordinator Toni, who organised raffles and a fashion show with residents dressing to the theme, Denim Through the Ages. They went to quite some effort and an enjoyable afternoon was had.

Pictured are some of those who dressed up on behalf of the Hospice cause.



54church continues to grow

So far there have been several expansions on our initial vision for our Church Street hospice shop, now known as 54church.

The shop keeps a diverse collection of economical goods ranging from homeware to crafts and books. 54church also has focused on menswear and now has a lovely selection of quality men's clothing.

If you are planning on setting up your bach or first student flat its quite likely that 54church will be able to fit you out complete, from furniture, appliances to linens, cutlery and crockery. We have it all.

Our stock appeals to a wide range of the community and so we are always on the lookout for new things for restocking. If you wish to donate, please drop off at the shops or contact us for a pick-up (phone 688 3965).

And if you are thinking of volunteering, we are looking to grow our team. Pop in and meet us and have a tour we would love to show you what we do.

Noeleen Gillson, shop manager



54church volunteers Ted, James, general hand Debbie and volunteer Margaret, having a well-earned cuppa.

Orbell St high standards continue

Taking over the manager's position from Karyn Lewis at the Orbell Street shop left me with big shoes to fill.

However, I've jumped in and hit the ground running.

We have ticked off my first fundraiser with a fashion show, dressing nine fabulous ladies from head to toe from the Hospice Shop for the Old Bags High Tea fundraiser.

I describe our shop is the classiest little charity shop in town with our high end stock and brilliant displays and are reminded daily by customers walking through the door.

All this is possible due to the amazing donations that we are given and we are always very thankful that people have chosen Hospice as a very worthy charity.

I am also supported by a great volunteer team and thank them immensely.

Jo Sullivan, shop manager



Lucky to have great volunteers like Glenys (left) and Cheryl.

Generosity abounds

Huge thanks from Hospice to the Temuka Lions Club and Temuka Transport for amazing donations of \$5000 each. The Temuka Lions raised the money largely through their fertiliser drive and on learning of the gesture Temuka Transport said they would match it. Wow! The Lions chose Hospice Awareness Week in May to make their donation.



Pictured are (from left) Temuka Lions Club member Richard Harrison, Temuka Transport's Rowdy Aitken, South Canterbury Hospice General Manager Peter O'Neill, Lions Club member John Harneiss and president Stu Barclay.

PS Thank you to The Courier, Timaru for the photo.



*Coffee Club
percolating
nicely*

Our Virtual Coffee Club has been bubbling away for a couple of years now, with 104 members now signed up.

This is an easy and non-painful way to support Hospice, using telephone or internet banking to set up small automatic payments each week or month. Equivalent to the price of a cup of coffee a week, say \$5, it all adds up and will this year provide more than \$20,000 to your Hospice.

If you'd like to join, set up a regular payment to our bank account 03 0887 0348568 00 and then contact us via email (support@hospicesc.org.nz) or phone 03 687 7670 so we know who you are.

You can also join online at www.hospicesc.org.nz/supportus or scan the QR code.



There's even real coffee involved a couple of times a year when we invite you to join us for an update on where your money is going.



Wedding a delight

We had the privilege of being able to host a wedding in the Cottage on May 3. Ben Crawford and his wife to be Megan decided to bring their wedding date forward as Ben's mother, Juliet, was a patient in Hospice.

It was a great day with nurses enjoying getting Juliet all dressed up, with husband Robbie taking her to the Cottage in a wheelchair.

The Cottage was perfect for the service with wonderful flower arrangements and an intimate setting. Juliet was with us for nearly two months and she and Robbie became special to us. Juliet died on May 29.

Left: Juliet all made up and ready to go to the wedding, with husband Robbie at the wheel.

Yes! I would like to support the work of Hospice South Canterbury.

Donation \$

Online banking donations, see below, or; visit website www.hospicesc.org.nz, click Support Us

Friends of Hospice Annual Subscription (\$20 per person) for financial year starting July 2022

I would like to receive information regarding leaving a bequest in my Will.

I am interested in learning more about becoming a Volunteer

I would like to know more about making a regular donation

Name

Email

Address

Phone

My credit card number is

Please circle VISA Mastercard Exp Date /

Cardholder Name

Signature

As a security measure our admin staff will call you for your CVV number.

Eftpos Swipe your eftpos card or drop off cash at our reception during office hours.

Online Banking:

We gratefully accept direct donations to our account **03 0887 0348568 00** and ask that you include your name as a reference and use the code **NL07**.

We need to receipt your donation so can you please fill in the form above or email your name, address and amount donated to support@hospicesc.org.nz (or phone us on 03 6877670 ext 0) and we will send one out.

Scan the QE code to make an online donation



Names and addresses are held in accordance with the Privacy Act 1993 and are only used for Hospice South Canterbury purposes. If you do not wish to be kept informed about the work of the Hospice South Canterbury please contact the office, ph 03 687 7670.

BUSKING BRINGS BUCKS

We receive donations from a number of sources and for different reasons, and a regular one of late has been from Jeff Domigan who is busking outside Countdown for an hour once a week. In six weeks he has donated more than \$500 to Hospice. Great stuff and thanks Jeff.

Grants

Aoraki Foundation \$4000; Perpetual Guardian – PA Blackmore \$1000; Perpetual Guardian – AD Hally \$2000; Perpetual Guardian – Edgar Trust \$2445; Pub Charity \$150,000; Aotearoa Gaming Trust \$14,802.

Donations from groups and organisations -

Central South Island Charity Bike Ride \$43,400; Lions Club of Temuka \$500; Temuka Lions Club \$5,000; Temuka Transport \$5000; Lions Club of Geraldine Charitable Trust \$1000; Washdyke Indoor Bowls Club \$1025; Out of the Garage and Onto the Road \$370; Health Endowment Fund (Aoraki Foundation) \$493.80; Whitehorse Lions Club \$500; Elloughton Village \$89; Rotary Club of Timaru North Charitable Trust \$1000; Nicky & Blair Cartwright Go Cart fundraiser \$150; Timaru Town & Country Club Ladies Section \$100; South Canterbury Toyota \$860; Combined Timaru Evening Methodist Womens Fellowship \$500; Waimataitai mufti day fundraiser IMO Brent Cowan \$907; Waimate Garden Circle \$180; Learning Barn (Yellow Promo fundraiser) \$140; Pareora Country Music Club \$1000; West End Kindergarten \$130; NZ Meat Workers Union \$2000; Presbyterian Women's Aotearoa Temuka \$180; Corporate Print \$1811; Z Caroline Bay \$292; Degree 43 Hot Tubs \$600 raffle prize for Old Bags High Tea.

Special thanks to our regular supporters -

TIMARU



DISTRICT COUNCIL

Te Kaunihera ā-Rohe
o Te Tihi o Maru



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