



Michael Pilaar *as written by Elizabeth Pilaar*

Michael Pilaar was generally known for his musical talent but as a neighbour remarked once he heard of Michael's death, he said Michael had a 'talent for living'. Michael played a wide range of musical instruments including the cello, the organ, drums, guitar and trombone and next year, 2018, planned to study classical cello and jazz piano at Victoria University. However on June 23 at 4.45am Michael, aged 19, quietly stopped breathing and slipped away leaving his family behind. He has two siblings, Anna 18 and Jonathan 15, and his mum and dad, Elizabeth and Christian.

Elizabeth home schooled her children most of their lives and Michael started school only in Year 12, Anna in Year 11 and Jono in Year 9. Home schooling was not just a way of learning but a way of living and enabled them to develop very strong family relationships. It also enabled them to focus on music in a way they would have struggled to do if they'd gone to school. For the last few years of their home schooling they would spend an entire day every second week travelling to and from Hamilton for the violin, cello and organ lessons they couldn't get in Rotorua. Anna played the violin with Michael accompanying her on the piano and together they performed in rest homes, public concerts, charity events and just for fun at home.

Michael had a mole on his leg that one day changed. He'd had it for years and wasn't aware exactly when it began to change. He was seen by his GP in June 2015 and sent for a biopsy at Rotorua Hospital. The results came back as melanoma so he was quickly scheduled for surgery in Oct. 2015 to remove more tissue around the biopsy site hoping to cut it all out. The PET scan and MRI came back clear and by Christmas of 2015 he thought he was all clear. But in March, three months later, he had back pain. In May intense back pain took him to the ED at Rotorua Hospital and a tumour on his rib was diagnosed. A scan revealed five tumours in his body; the cancer was incredibly fast and aggressive. Michael had been accepted as a dancer in the inaugural Dancing with the Stars evening in Rotorua but had to pull out as pain began to limit his activities.

Michael took part in a clinical drug trial based in Auckland Hospital from July 2016 combining three different drugs, both oral and IV. His body didn't cope with the combination and treatment was stopped for a month until his liver re-stabilised. The two oral drugs were continued and initially his cancer seemed to be responding to them and tumours shrunk a little. But in December the scans showed the tumours were growing again so the oral drugs were stopped and Michael recommenced with IV Keytruda. In early March the hard call was made by his oncologist that Keytruda was no longer working and there was no more medical treatment to offer Michael.

Two weeks after Michael received his terminal diagnosis he decided he wanted to buy a special guitar. He wanted a Martin guitar, a top of the range instrument which the singer Ed Sheeran has made popular ("Ed Sheeran" was Michael's nickname at school as he had similar colouring and a similar relaxed approach to music). He and his mum made a trip to town and needed a wheelchair to get in and out of the car and into the shop. It was a painful process for him but he was determined. Once he had bought his guitar he came home exhausted but happy. However he wasn't

able to walk again and was bed bound from then until his death 13 weeks later. Hospice became part of the family's journey shortly after Michael's terminal diagnosis. Michael had a very strong Christian faith and was quite sure that God had a plan for him and that his time wasn't up yet. So when Hospice became involved the focus for him was about managing his pain and not about him dying. He said he wasn't scared about dying, only about pain, but he still didn't think he was going to die yet.



The nurses who cared for Michael supported him very positively and always had a positive banter with him. As Michael became weaker and able to do less for himself the nurses' visits increased in frequency but they were incredibly empowering in the way they encouraged the family to ask for help as needed and they were very careful never to intrude. Elizabeth had been a registered nurse 23 years ago so had some skills but the hospice nurses support was invaluable as she nursed Michael at home. Once Michael required a syringe driver to administer pain relief the nurses visited daily. Toileting was one task Michael always wanted Hospice help with and they were always patient and cheerful and always respected his privacy and dignity.

Michael's last 13 weeks once he was bed bound were very hard for all, friends and family. He was a vibrant, intelligent, fun-loving, positive young man and it was very hard to watch him visibly shrinking in weight. He didn't lose his sparkle and visitors usually came away cheered by his buoyancy. The nurses were practically helpful whenever required but it was their willingness to help and be available that was especially wonderful. Knowing there was help at the end of the phone in the middle of the night when Michael was in pain and help or reassurance was needed was hugely relieving.

Several memories need sharing. The first 8 weeks Michael was bed bound he was in a small bedroom close to the lounge. His spirits began to sink and Diane, one of our regular nurses suggested he might like to go into the lounge. That was a wonderful decision. He found any movement very painful so the moving itself was a major exercise and Hospice enlisted the help of the local fire brigade and four burly men dressed in full kit, came and lifted Michael very gently out of the room, onto a bed, waited while the nurses and Health Care Assistants rapidly dismantled Michael's special hospice bed from one room and reassembled it out in the lounge, then moved him onto that. Michael's spirits lifted hugely and he was able to take part in more everyday living as we moved around him...cont. p2

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From the CEO's Chair



Sharron Black
Chief Executive Officer

Hello to you all

It's hard to believe that it is November and Christmas and New Year are not far away I am sure as you get older the years get shorter or is it that we are busy living life to its fullest and therefore try to fit more into our already busy lives?

We have been so busy at Hospice and are very proud of everything we have achieved in this past year.

New referrals for the year 1 July 2016 to 30 June 2017 where 292 new patients this added to our existing caseload saw the Clinical team very busy throughout the year caring for an average of 115

patients per month.

53% of these new patients had a malignant diagnosis and 47% non malignant diagnosis, 51% of the referred patients were male and 49% female.

Interestingly 71% of our referrals came from the Public Hospital and in some cases some of these patients were only days in Hospice care. This in itself places huge demand and pressure on our Clinical team with only a few hours notice to get someone home to be with family/whanau at the end stage of life.

I would like to acknowledge our Health Care Assistants as not only do they tend to the patients personal cares and needs they deliver, install and pick up equipment and in some cases they deliver and set up a bed for a patient at a drop of a hat, they always do this without complaint so that our Clinical Team can get a patient home to be cared for by family/whanau in the patients own familiar surroundings.

Our project Manager John Crean continued to work tirelessly on the building project and we are very proud to say the new Hospice Building was opened on the 19 July this year with the team moving in shortly after the opening date.

We have beautiful North facing decks that overlook a wonderfully landscaped garden by Chris Stone, this is a perfumed garden and already we have scented roses in bloom.

The nurses and team received new computers kindly donated by Ray and Barbara Cook, new kitchen equipment kindly donated by Vic Reid in the memory of his wife the late Ngaire Reid, a large education suite set up in the memory of the late Megan Patchell and the wonderful bequest she left to Hospice.

The talking point of the new building is not only its lovely wide open spaces but the stunning decor and the brightly coloured interior design with wonderful drapes and soft furnishing donated by Mike and Marie Steiner from Steiners, Interiors by Reputation, Mike has weaved his magical touch to make the new Hospice something to be proud of within the Community for the Community and of course Darryl Church, DCA Architects of Transformation who worked with our Vision and made it a reality.

There are too many Funders, sponsors and supporters to name in my welcome however we at Rotorua Community Hospice are truly grateful for your support and help to make the new building come alive.

Our 2 shops continue to trade well and as you may or may not be aware we closed the Pururu Street shop and opened a new shop on Te Ngae Rd located by Subway just after the Te Ngae and Tarawera Road roundabout, this shop is lovely, bright and spacious. We are so grateful for all of the beautiful items that are donated so we are able to sell and put the proceeds back into the operational running costs of Hospice.

Thank you to all of our Volunteers we would not be able to do what we do without you, thank you to the Prayer Group who keep our Staff, Volunteers, patients and their family/whanau in their prayers.

Please have a safe festive season and I look forward to 2018 and all that it will bring for Rotorua Hospice.

Sharron Black - Chief Executive

.....On another occasion the family wanted to see Anna's Stage Challenge dance in the evening competition. She had co-directed it and the family wanted to support her but didn't want to leave Michael with just anyone. Janet, one of Michael's regular nurses made it possible for this to happen so the family left him with peace of mind, knowing he was in good hands.

Michael remained incredibly positive throughout his journey. Last year when the cancer returned Michael said, "Don't worry mum, I've already had a good life". Those words from a 19 year old were startling and inspirational.

Hospice supported Michael and the family in an empowering and supportive way that enabled them to keep Michael comfortable in his home up to his death. They were proactive with ideas to help when needed such as wheel chairs, commodes, extra length bed, as well as supportive with help whenever asked for. Michael's friends and family decorated his coffin in the days he spent at home before his funeral and on the lid was a large red heart made from the plastic lids from all the morphine vials he'd been injected with. The red heart stood out and symbolised love, the love and care he'd received from all, hospice tangibly included. The family will always be grateful to Hospice for their care, support and empowering love to enable them to support Michael to a dignified and calm end, thank you.

Michael Pilaar

03/11/1997 – 23/06/2017 - RIP

Social Worker

Challenging and rewarding are the first words that come to mind when I am asked to describe my work as the Social Worker at Rotorua Hospice. In such a short space of time I have come to know intimately many patients and whanau and have had the great

privilege of being able to support them in a variety of different ways. One area, that I have a growing interest in, is that of Advanced Care Planning. An Advance Care Plan is an expression of wishes, preferences, values and goals relevant to that person's care. While everyone is encouraged to write their own Advanced Care Plan it is especially relevant for those who have a life limiting illness. These plans offer very real benefits to both patients and their whanau especially if the patient is unable to speak for themselves. Patients have stated that in writing their plans they "feel a greater control over matters that are important to them and the care they want at this time". For families, the benefit is in knowing their loved one's voice has been heard and considered. There are also benefits for families after death; comfort can be obtained from looking back with the knowledge that they were able to acknowledge and honour their family member's wishes. If you would like to discuss Advance Care Planning, please contact Janine at Hospice on 07-343-6591 ext 1.



Janine Flowers

New Building



This year has been exciting with the relocation and renovation complete of the former "Te Ngako" building to Hinemoa Street for the operation of Rotorua Hospice. The facility was officially opened on the 19 July 2017 by Pukeroa Oruawhata Trust Chairman, Malcolm Short and Hospice NZ Chief Executive, Mary Schumacher.

Rotorua Hospice is eternally grateful for the generosity of the Rotorua Community to make this possible: Pukeroa Oruawhata Trust, RECT, Bay Trust, Southern Trust, NZCT and First Sovereign. Also thank you to Project Manager, John Crean and the trades people of Rotorua who stepped up and gave freely of their time, advice and energy, supplying machinery, discounted goods and services. The facility has been designed with the future of palliative care for the district in mind.

This is very humbling for all Hospice staff, which were moved to tears upon entering the completed facility the first time.

Day patients now have a spacious area that is vibrant and welcoming for their get togethers.

A modern equipped Education Suite is operational for meetings and education sessions with the option to accommodate outside groups. There is a treatment room set up for consultations and the monthly clinic from the Waikato Palliative Care Specialist.

So thank you to the Rotorua community for making this possible and to have a Hospice they can be a part of and be proud to call their own.

What is the most important thing in the world?

It is people, it is people, it is people.

He tangata, he tangata, he tangata



Building Committee with Pukeroa Oruawhata Chairman – Malcolm Short. Back Row; John Crean, Michael Steiner, Malcolm Short. Front row; Sue Taylor, Jeanette Crean, Sharron Black

Te Ngae Road Shop

With the lease expiring on our Pururu Street Shop a new location was needed for our 2nd Hospice Shop to compliment Eruera Street. With thanks to R & B Consultants a building was found on the "Eastside" at 288 Te Ngae Road, just past the Tarawera Road round about in the old Video Ezy store. The vibrant blue on the interior was painted white and the new store was officially opened on Thursday 18 May 2017 with Trustees, staff and volunteers in attendance. Rev Tom Poata blessed the building and doors were open for business.

The store is bigger and brighter with a mix of tools, appliances, furniture, clothes, books and bric a brac, a bargain shopper's paradise.

Our fantastic volunteers are loving their new environment and are ready to help Monday – Friday 9:00 – 4:00 and Saturdays 9:30 – 2:30. So next time you're on your way out to one of our Lakes, stop in grab a bargain.

Jo - Volunteer and Cathy - Acting Retail Manager, Te Ngae hospice shop



Clinical Education



Jenny Jensen

Since January 2017 I have been busy developing the new role as Clinical Nurse Educator, Hospital and Aged Residential Care Liaison Nurse. This position is one of several new positions Rotorua Hospice has been able to create due to the last Governments new Innovative Funding Initiative. The aim of the role is to increase knowledge of palliative care amongst health professionals and the general public, therefore improving outcomes for palliative care patients.

This exciting role encompasses a variety of different aspects of which education is a large part. Through the "Fundamentals of Palliative" we have been able to offer some basic knowledge for health professionals interested in advancing their knowledge around palliative care. From 2018 health professionals

as well as the general public will have an opportunity to extend and broaden their knowledge of palliative care through workshops such as loss, grief and bereavement, spirituality, end of life conversations and advanced care planning as well as advanced sessions on palliative care for doctors. Our four part series "palliative care for care assistants has been well received and we will introduce a variety of practical learning sessions for whanau and careers on caring for someone with a life limiting illness.

The aged residential care liaison part of my role is largely aimed at improving the transition of patients from the hospital to rest homes. This can be a very stressful time for both patient and their whanau and by endeavouring to make the process as seamless as possible goes some way to reducing this stress. The positive feedback from families and staff at the aged residential care facilities demonstrates the very real need for this position and I will be working hard to further develop this service.

COMMUNITY SUPPORT

Farmers & Remembrance Trees

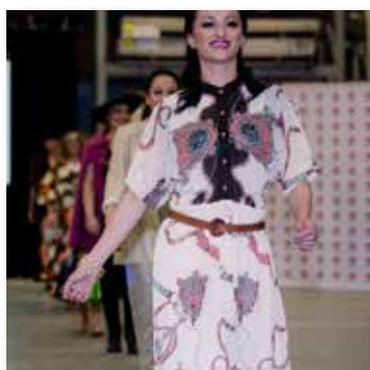
Once again Farmers are selling a specially designed bauble for \$10.00 with proceeds going to Hospice. Instore there will be a Tree of Remembrance, where for a small donation made with purchases customers can write a personal message on a card to place on the tree, remembering someone special at Christmas. The cards are blessed at our Memorial Service, the first Sunday in March.

**This will be running
from 16 November –
24 December 2017.**



Manager of Farmers Rotorua, John presenting Hospice Staff the cheque from Farmers 2016 Remembrance Tree \$22,510.09

Mitre 10 Mega Ladies Night



A huge thank you to Nicky and Greg Bold, Warren, Rae, Ladies Night organisation team and the Mitre 10 Mega Rotorua staff for the wonderful Ladies Night held 1 November 2017.

The night started with a line of 500 eager ladies waiting for the doors to open. The ladies received a goodie bag and went into a draw for a \$500.00 Mitre 10 Voucher. In-store there was nearly 30 suppliers, holding demonstrations. Columbus Cafe was open and a BBQ was doing a roaring trade.

At 7:30 a fashion show was held with clothes from our Hospice shop selected and styled by Krystie Ryder, Jerome and Sam, with Nataria organising the models. Mel Groves from MJ Groves Media was MC for the fashion show giving a running commentary. Hair and makeup was done for the models by students from Toi Ohomai.

Following this, an encore performance from 8 couples from Harcourts Dancing with the Stars 2017.

The dancers were introduced by Paul Hickey from the Hits and they had the audience captivated which gave them a chance to showcase all their hard work again. With the fantastic and dedicated dance instructors Shelley and Troy the finale.

Hair for the Dancers was kindly done by Salon St Bruno and make up by students from Toi Ohomai.

To end the night there were 12 raffle draws and a lively auction going for \$1,300.00, taking the proceeds donated to Hospice to \$6,062.00. Thank you to Mitre 10 Mega Rotorua and all the ladies that attended.

Craigs Investment Partners - Hospice Golf Classic

The 8th Annual Craigs Investment Partners Hospice Golf Classic was held on Friday 10 November 2017.

33 teams of 4 took part teeing off at 1:00 all vying for the "prestigious title" of 2017 Champions.

During the afternoon the golfers were able to stop at the 10th tee and have a lovely cooked ham bun provided by Bidfood and cooked by Stuart at Toi Ohomai.

Thank you to all the golfers who played on the day, hole sponsors and contributors to the Auction. A whopping \$20,340.00 was raised, taking the total over eight years to \$95,000.00.

Thanks again to James and the team at Craigs Investment Partners.



Harcourts Rotorua



Hospice extend our deepest gratitude to all who assisted us in presenting the most glamorous contest of the year. Thank you for helping raise \$150,000 for Hospice.

Special thanks to our Dancers & their generous sponsors

- Kate de Silva & Warren Rehu (Mitre 10 Mega), Kelly Albrecht & Steve Pinder (ITCO), Inga Eglite & Steve Harvey (Smiths City), Shauni James & Tairoa Morrison (Western Heights Pharmacy), Sandy McClay & Danley Vince (House of Travel), Shelley Pewhairangi & Colin Watkins (Specsavers), Jo Windell & Dr Nic Crook (Advocate Print), Te Rina West & Daniel Michael (Bidfood), Jo Keefe & Oscar Nathan (Tompkins Wake Lawyers), Gina Oudyn & Steve Holmes (Osbornes)

Thank you to our EVENT Partners



Thank you to our CORPORATE Partners



Thank you to the many businesses and individuals who have so generously donated time, services and goods to this event: Our Competitors, Shelley & Chris Martin, Troy and Amy Smith, Shell we Dance Studio, Glen Law, Rodney Conrad, Judi Geenty, Darrin Walsh, Nadia Burborough, Tania Tapsell, Donna Bates, Justin Nichols, Paul Hickey, Tamati Coffey, Miriama Smith, Hayley Holt, Colin Mathura-Jeffree, D'Artagnan Kennedy, Heather du Plessis-Allan, Robert Tulp, Rebecca Wright & Michael Murphy, Jane Jennings, Amjazz Dance Studio, Kylie Day (Lion Breweries), Karrie-Ann Tuck, Colin & Lisa MacPhee, Quest Rotorua Central, Dianne Reynolds, Pollards Mens Apparel, Summit Hydraulic Solutions, Victoria Gove Costume Hire, Kirsten Manners, Belinda Yabsley, Terry Fergusson, Dean Theobald, Paradise Fusion, Andrew Warner, Tracey Robinson Scott, Pita Pit Rotorua, Lakes Medical Services Trust, Andy Fuller, Gert Taljaard Polynesian Spa, Bossy B, Ma Higgins Cafe, Charlie Windell, The Kinloch Golf Club, Ohope Beach Resort Apartments, Wairakei International Golf Course, Volcanic Wines, Darren Burborough, Speedy Signs, Golds Gym, Van Dykes, Urbano Bistro, Salon St Bruno, Cinzia Conforti Photography, Photos 4 Sale, Alpha Displays Artworks, Scope Cafe, Rotorua Musical Theatre team: Shona Patrick, Helene Nicholson, Lisa Baty, Augusta Smith, Brandon Jacobs, Connor Hignett, Kerrin Shedden, Leah Fitzpatrick, Mark Reid, Darren Clout, Elijah Scott; Kharl William WiRepa and the Miss Rotorua Pageant Contestants, Colin Watkins for the generous use of the Westbrook School Hall, Western Height High School Students



And our Gold Sponsors



And our SILVER Sponsors:

Alick Saunders photographer, Victoria Grove Costumes, Andrew Warner photography, Toi-Ohomai, Novotel Rotorua Lakeside, Photos4sale, Quest Rotorua Central, Troy Baker, Steinlager Tokyo Dry, Alpha Displays, Silver Fern Farms, Summit Hydraulic Solutions, Living Colour Designer Gifts and Flowers, Bikebarn, Xquizit Limousines



**Pencil in Saturday,
28 July 2018 for the
3rd Harcourts Dancing with the Stars
Hospice fundraiser.**

THE HOSPICE PRAYER GROUP

The Hospice Prayer Group meet the first and third Monday at our Office.
If you are interested in joining the Prayer Group please contact Pat de Carteret 345-6232.

Wish List

If you can donate any of these items, we would be very grateful.

Coffee, Milo & Sugar

Petrol Vouchers

Stationery or Stamps

Your email address so we can save on postage and printing

Staff Updates

After 6 years at Rotorua Hospice, Jan Morgan Funding and Development Manager has resigned, finishing on 13 October 2017 to move to Tauranga. We wish Jan all the best for the future and thank her for all she has achieved for Rotorua Hospice.

Donation Counter Boxes



Thank you to the Businesses in our community that have Counter Boxes. Last year a staggering \$5,363.90 was raised. If your business is interested in having a box on their counter please contact Lisa 343-6808.

Volunteers Needed to sit at our Remembrance Trees from 18-23 December, please ring Lisa 343-6808

THANK YOU TO OUR FUNDING PARTNERS



THANK YOU TO OUR BUSINESS PARTNERS



Brownies Annual Growing Pumpkin Competition

Thank you to Les and Cilla Brown for donating \$1,000.00 from there annual pumpkin growing competition held on Easter Monday.



OUR VISION

To be the centre of excellence for Hospice palliative care for the Rotorua Community

OUR MISSION

To provide hope and dignity through exemplary care to patients and their families/whanau in partnership with fellow professionals

OUR SERVICE VALUES

Excellence
Professionalism
Trust
Collaboration

OUR CARE VALUES

Care and Compassion
Responsiveness

Please like us on face book or visit our web site www.rotoruahospice.co.nz

P O Box 1092 | 1469 Hinemoa Street | ROTORUA 3040

Phone (07) 343 6591 Fax (07) 347 8377

Hospice Shops Eruera Street (07) 349 4231 | 288 Te Ngae Road (07) 345-3546



NB: Your donation will be gratefully received, the self addressed donation envelope is provided for cheque, credit card or online banking to —

Rotorua Community Hospice 02 0412 0482480 00 BNZ Rotorua

**Registered Charity
Number CC21602**

For further information contact **Lisa Pauling** | Acting Funding Development Manager | email pr@rotoruahospice.co.nz

The privacy act 1993 requires us to advise you that we keep contact information of supporters on file to help with fundraising. If you do not wish us to store your information or you wish to be removed from our mailing list, please notify us.



Rotorua Community Hospice | Rotorua Hospice Shop | Harcourts Dancing with the Stars