

## “When she took her last breath, it was really beautiful in a way I had no idea death could be.”

**I'm Kelly and this is my story and the story of my Mum, Wendy.**

I initially took Mum to Lakes Care and then on to A & E with a pain in her side in September 2016. She had not long had her 60th birthday. By 2pm that day, we had been told she had a form of blood cancer.

After the initial six rounds of chemotherapy, we went on an 18 km walk in the Whakarewarewa Forest, right up to Tuhoto Arika, a trail at the top of the forest – Mum loved it in there. Getting out in nature was her thing.

In September 2017, Mum moved into her own place. Clinically, she was in remission. She went on a holiday to the South Island and in April 2018 she walked around Lake Waikaremoana with two close friends. I am so happy she got to do that. I'm forever grateful to her friends.



But she had started having symptoms again. The lymphoma was back and it was terminal. We pressed the haematology team for some idea of how long we might have together. Maybe a week to two months if you're lucky was the reply. They couldn't have known it at the time but it was two months to the day.

We were able to have a conversation around dying, what she believed about life and death and I think in articulating that she became comfortable with her beliefs. Death is something we don't often talk about in our society but it feels really important that we do. From the time we had that conversation, Mum was much more at peace.

I asked Mum's GP for a referral to Hospice – I had heard of them already and we had spoken about it briefly earlier on. Mum was pretty apprehensive about having to need Hospice - we both were. Not wanting to admit we needed the help and also because we thought she was going to improve, but once we had the referral, the way they were with her, she just relaxed instantly. Mum would happily let Hospice help her. You don't know what to ask sometimes, but the nurses were amazing – you didn't need to ask.



The thing to remember with Hospice is it doesn't mean it's the end. It means getting support and you can put it on hold if you don't need it just yet. One thing I would do differently is get Hospice on board sooner – have them on standby. Don't wait until you're about to break. Don't be afraid. Hospice had support for the whole family – conversations, checking I was okay, checking Tony, my brother was okay.

Hospice loaned us a walker – that helped a lot, gave Mum more independence for a bit longer. And then a couple of days later Mum progressed to needing a wheelchair. Two days before Mum died, we took her for a 'walk' in the forest (with Tony pushing her in the wheelchair). She said "I'm going to Strava this as I think it might be my last walk in the forest". That morning we'd made the decision not to take Mum back to Waikato.

Continues over the page...

**INSIDE THIS ISSUE:** How local businesses will **DOUBLE** your donation to Rotorua Hospice to support people like Wendy

\$1

+

\$1

=

**BIG  
IMPACT**

# Remember a loved one with Trees of Remembrance

Christmas is generally the 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 just can't be with you at this time of year.

Trees of Remembrance are a way to honour those we think of and support hospice. From 19 November until Christmas Eve everyone who makes a donation to hospice whilst shopping in Farmers will receive a remembrance card. This card is an opportunity to write a special message for someone you'll be thinking about this Christmas.

We'll also have community trees outside all our wonderful Rotorua supermarkets from the 19th - 22nd December.

## The story behind your Farmers 2020 limited edition hospice bauble - 'Comfort by Hospice'



**Each bauble is \$10 and thanks to the generous support of Farmers, the full \$10 from every purchase will be donated to the local hospice service.**

"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."

2020 has been a challenging year for many with the impact of the global COVID 19 pandemic affecting us all. Many people have reflected on what is important, who matters most to them and how they want to live their lives going forward - something that people using hospice services and their families are encouraged to do - to seek comfort in one another as the end of life approaches.

Comfort by Hospice was inspired by a group of people in Christchurch who generously shared their experience of their loved one's death, supported by hospice. Whilst each person's situation was unique to them and their family and whānau, they were united by the guidance hospice provided - the empathy, understanding and clinical expertise of the hospice team that allowed good memories to be possible.

"Hospice surrounded us with love, we felt wrapped in compassion and comfort. What a gift", a participant reflected.

There are limited numbers of the baubles available. Head in to see the local team at Farmers Rotorua, Central Mall, corner of Amohau and Amohia Street to get your bauble today. Hurry - last year they sold out!

### Volunteer

If you would like to help, we're looking for volunteers to sit with the trees for 2 hour shifts between 10am and 4pm or Christmas wrapping at Farmers from 17th - 24th December.

Phone 07 343 6608 or email [volunteers@rotoruahospice.co.nz](mailto:volunteers@rotoruahospice.co.nz)



### Community Trees Dates and Times

Sat 19th - Tues 22nd December  
10am - 4pm

Countdown Fenton St  
Countdown Fairy Springs  
Countdown Central Mall  
New World  
Pak n' Save

## Kelly's words continued...

When we talked about how Mum might want her last days to be we talked about the idea of a "free range" death - because I couldn't think of a better term to describe how we wanted it to be, although I'm sure there must be one! Mum didn't want to die in hospital and nor did my brother or I want her to, unless it was her wish so it meant a great deal to me to be able to have Mum here in my home until the very end, thanks to the support of Hospice.

On her last morning, I opened up the curtains in her room, told Mum there was a beautiful sunrise out there for her. Tony and I held her hand and promised her we'd look after each other, told her how proud we were of her, how much we loved her and that she could let go whenever she was ready.

When she took her last breath, it was really beautiful in a way I had no idea death could be.

Without Hospice, we wouldn't have been able to have it the way it was. Being at home was so important to Mum and to Tony and I. Hospice is the only thing that allowed that. Allowed Mum and Tony and I to be surrounded by the love and support of friends and family. And meant Mum had the best quality of life possible right to the very end. It really was beautiful. We are so very grateful to Hospice.

Kelley



# Get your copy of the limited edition Volcanic Kitchens book today

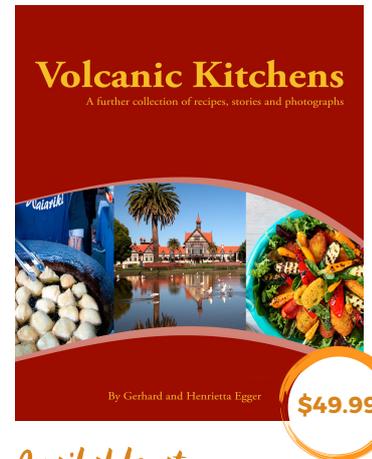
**Volcanic Kitchens, a further collection of recipes, stories and photographs is on sale now!**

This book celebrates Rotorua; the community spirit, history, Māori culture, the ethnic communities, the landscape and the environment – all weaved into 200 pages of delicious and varied seasonal recipes from people with a local connection.

You'll be cooking Hot Apple & Tamarillo Sponge from Ōwhata Marae, All Black's Captain Sam Cane's Beef Schnitzel, Aubergine & Potato Curry from the Patel family, Auntie Bea's Curried Chicken or Gerhard's own Matariki slow-roast lamb. Taking people's favourite recipes and curating them into one book, is bound to give you endless plates of scrumptious food!

Local authors, Gerhard and Henri Egger have generously made this book available to Rotorua Community Hospice to sell as a fundraiser. We're aiming to raise \$20,000 which can provide over 100 patients with a trained Health Care Assistant. Every purchase you make will give the gift of Hospice care.

**ON SALE NOW**



*Available at:*

**Online:** [hospice-online-store.mystorbie.com/](http://hospice-online-store.mystorbie.com/)

**In store:** Hospice Shop, Polynesian Spa, Capers Café + Store, Cafe Dynasti, Steiners, Artisan, Okere Falls Store and at the Volcanic Hills Winery.

## Meet your Day Stay volunteers

**Meet Desrae, Hospice volunteer for over 20 years and our Day Stay Coordinator. She shares her experience of our Day Stay programme.**

### What is Day Stay?

A happy, social morning tea for a couple of hours once a week at Hospice on Wednesday mornings. We get anywhere between 10 – 25 people each week.

People come along for a change from home. Sometimes they're not sure what to expect and think they might have to talk about their illness but that's not really what it's about. If they choose to, they can.

### What does a Day Stay volunteer role involve?

We ring patients to see if they are coming, organise transport when needed, and check the morning tea is going to be provided or pick it up.

On the day we set up the food, make the tea and coffees, share time with everyone. There are five of us Day Stay volunteers – we're a group, a team and we all contribute – if it wasn't for them, it wouldn't happen.

### Who provides the morning tea?

A roster of local businesses, service clubs, and church groups – I ring them and thank them and they always say 'make sure we're on the roster for next year'. They're all happy to do it. It costs them, especially this year so we're very grateful.

### Why do you enjoy volunteering at Day Stay?

It's a way of life for me – I would miss it dreadfully! It's about giving something back and it's rewarding – you meet different people, patients open up to you. We had a new patient just this week and when I dropped her home, she said "It was so lovely to just get out for a while" – that's the feedback you get, which makes it worthwhile.



Photo: Day Stay volunteers

*Thank you to these amazing morning tea providers:*

House of Travel Rotorua, Osbornes Funeral Directors, Methodist Ladies, Bayleys Real Estate (Jenny Donne), Soroptimist, Ciabatta Bakery, Puce Hall, Deloitte, St Mary's Catholic Ladies, Craigs Investment Partners, Pharmacy 44, Pantry d'Or, Ranolf Pharmacy, Capers Epicurean, BDO Rotorua, Third Place Café

# How your Hospice Shop donations provide free Hospice care

## Meet Jocelyn, a dedicated Hospice Shop volunteer with a passion for crafts, sustainability and giving back

We caught up with Jocelyn to find out what her volunteer role involves, why she volunteers for Rotorua Hospice and why her role is so important.

### How long have you been volunteering for the Hospice Shop?

I have been a Volunteer at the shop for 6 years. I started behind the counter then progressed to organising, altering and making jewellery.

### Tell us about the new craft section in the Hospice Shop

The craft section came about after lockdown. During this time I cleaned out all of my craft supplies which I had at home. Gianne (Shop Manager) suggested a separate craft area could be set up and it was all mine to look after. I am into everything being sustainable and upcycling different items. It's perfect for the intricate steampunk hats I make for the shop to sell.

### You're known for taking items home to fix them...

I'm not a TV person so I take home items that are donated to clean, mend and alter them so they are fit for sale. Most nights this is around three hours. On occasion I've even glued my fingers together during this!

### Why did you choose to volunteer for Hospice?

My mother was with Hospice in Tauranga and then so was my sister. I felt incredibly indebted by the service and how it helped my family. So when I retired from work, volunteering for Hospice was always going to be my way of giving back and paying it forward.

### What do you enjoy about volunteering for Hospice?

The social aspect is always fun and I have met some lovely people who are now my friends.

### Plus, our Hospice Shop had a refresh inside and out!

With the help of Speedy Signs, we re-branded the outside of the shop. Inside, we had a spruce up and shuffled the shop around creating more space, light and a better shopping experience for you! Come check it out at 1134 Eruera Street!



### Summer Hours

Open Mondays from December 1st!

Mon – Fri: 9:30am – 4:00pm  
Sat: 9:30am – 2:00pm

### Hospice Shop



## We gratefully acknowledge our funding partners:



**\$3,206**

Six sets of new biography equipment



**\$80,000**

Clinical Team salaries

**ROTORUA LAKES COUNCIL**

**\$4000**

Volunteer Management



**\$15,000**

Electronic patient database system



**\$60,000**

Clinical Team salaries



**\$10,000**

Six months of printing and computer costs



**\$4167**

Purchase 2 new oxygen Concentrators



**\$6000**

Health Care Assistants & new mattresses



**\$15,000**

Operating Costs



**\$5000**

Purchase specialised walkers



**\$15,000**

Registered nurses salaries



**\$5,000**

Social Worker costs

# Introducing your new team members



Angela, Registered Nurse

## Why do you like working for Hospice?

Hospice is the most caring organisation I have had the pleasure of working for.

## What's your 2020 highlight?

Too many to mention, however the Rotorua Marathon is a real highlight – training and raising \$1200 for Hospice and the support I received from family, staff and patients.



Denise, Fundraising & Marketing Coordinator

## Why do you like working for Hospice?

No two days are the same. One day I might be working on a fundraising event, the next I'm meeting with a patient's family to help share their story.

## What's your 2020 highlight?

Joining the Hospice team - they're a wonderful group of people and I feel lucky to work alongside them.

## Plus, happy retirement to two long-standing Hospice nurses

We know many of you have had the pleasure of meeting Janet & Cecilia over the years. Whilst it was sad to see them go, we wish them all the best for their retirements.



Janet



Cecilia

# 'Education is the most powerful weapon which you can use to change the world'



Photo: Syringe Driver training attendees saying thank you to Rotorua Energy Charitable Trust for helping fund our education.

We're following in the wise words of Nelson Mandela with our comprehensive education programme. We're committed to supporting our community learn by providing education and training to Hospice staff, volunteers, health care professionals and others who are caring for people with a life limiting illness.

## Spotlight on 'The Fundamentals of Palliative Care' education programme

This two and a half day workshop covers 10 topics from ethics to communication skills, loss and grief and caring for yourself. Our CEO, Jonathon Hagger completed the course saying "It was a great insight into what palliative care really means – there are so many different aspects. It's important to understand the ethics just as much as the pain management. I thoroughly enjoyed the course and it really helped me grow and understand what we at Hospice are all about."

**If you're interested in knowing more, email [education@rotoruahospice.co.nz](mailto:education@rotoruahospice.co.nz) or visit [www.rotoruahospice.co.nz/education](http://www.rotoruahospice.co.nz/education)**

# You've been part of something special

## Harcourts Dancing for Hospice named best not for profit event at the New Zealand Event Association Event Awards

We were thrilled when we were named a finalist earlier in the year and to take out the top spot is an incredible reflection of our amazing community who get behind this event. We would really like to thank everyone involved – from our incredibly generous sponsors, to our dancers, volunteers, ticket buyers and auction donors. This award belongs to each and every one of you because without you, the event simply wouldn't exist. We are so proud of our community for taking out a top award and for raising over half a million dollars over four years for Rotorua Community Hospice.

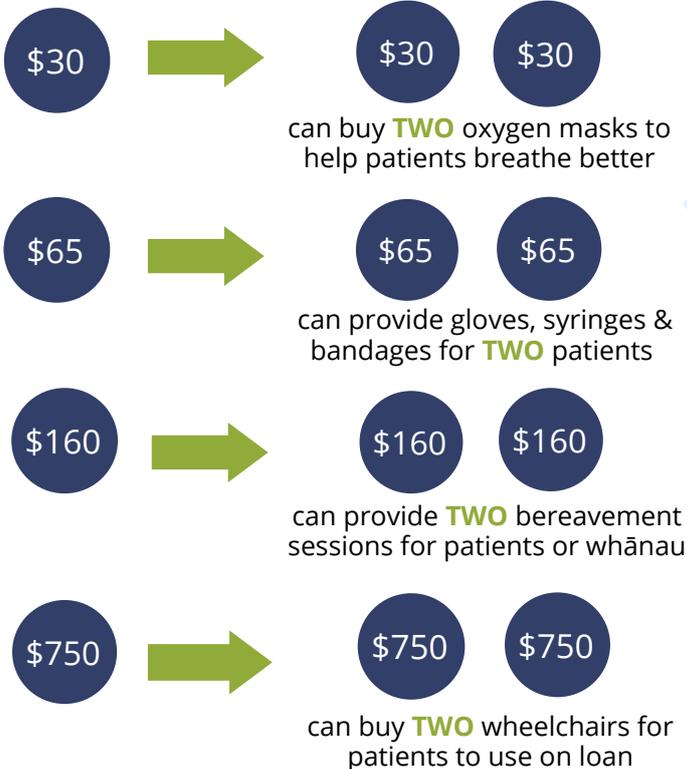


Photo: Nicola Smallwood (Fundraising & Marketing Manager, Rotorua Hospice) and Erin Kingston (Director, Harcourts Rotorua)

# \$1 + \$1 = DOUBLE YOUR IMPACT

For every dollar raised, **Osbornes Funeral Directors** & the **Patchell Group** will match your dollar up to **\$10,000**

"When we work with whanau who have experienced Hospice, it's about continuing that journey. We know the Hospice team do an exceptional job of guiding families through end of life care. We feel privileged to enter the journey then and help guide the family with that same level of care. We're excited to support Hospice with a matched fund and double donors impact – as you all know, they are a vital service in the community."  
- Richard Fullard, Osbornes Funeral Directors



## DOUBLE YOUR IMPACT

OSBORNES  
QUALITY • SINCERITY • TRUST  
• FUNERAL DIRECTORS •



## With your help, we supported over 120 patients during Covid -19 lockdown restrictions

As an essential service, we continued to operate throughout all the levels of lockdown due to Covid-19, supporting over 120 patients per month. For the 7 weeks of lockdown, we had:



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Your donation + Matched Fund = Double the Impact



can buy **TWO** oxygen masks to help patients breathe better



can provide gloves, syringes & bandages for **TWO** patients



can provide **TWO** bereavement sessions for patients or whānau



can buy **TWO** wheelchairs for patients to use on loan

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PATCHELL  
GROUP OF COMPANIES

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rotorua  
community  
**hospice**  
Living Every Moment

**Rotorua Community Hospice**  
1469 Hinemoa Street, Rotorua 3010  
PO Box 1092, Rotorua 3040  
P: 07 343 6591  
E: admin@rotoruahospice.co.nz  
W: www.rotoruahospice.co.nz

**Hospice Shop Rotorua**  
1134 Eruera Street  
P: 07 346 2461

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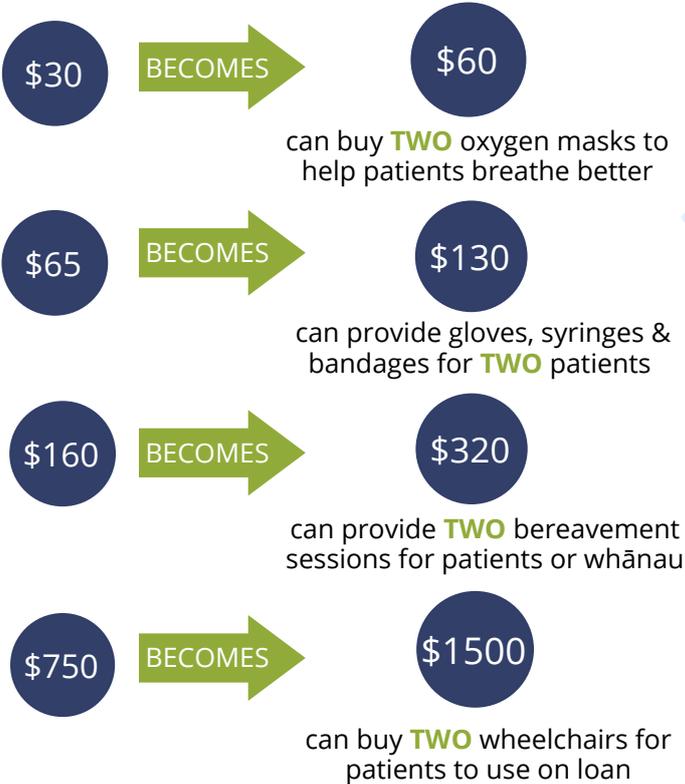
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