

more than
words



Te Omanga Hospice
Te Whare Manaaki Tangata

News and views – July 2022

THANKING OUR VOLUNTEERS



I am so thankful for each and every one of you who supports us, whether through your donations or as one of our essential volunteers.

We held our Street Appeal on the 20th and 21st May with over 240 volunteers collecting at many sites across the Hutt Valley. We were hoping for a good result, even though we knew winter weather was looming with the first cold snap and a wet weekend. We were blown away by the result – the best ever!

Just over \$40,000! I am so grateful to everyone who gave us a donation – your support makes a difference to the 180 people we care for each day.

To celebrate National Volunteer Week, 19-25 June, we are highlighting just a few of our wonderful volunteers in this newsletter. You will meet Elaine and her daughter Tracy, Jasmine, Raven, Kerry, Ken, and Valerie - each one providing vital services to support our patients and families. Each year our 500 dedicated volunteers donate their time and talent to ensure our services remain free of charge to those in our community living with life-limiting and terminal illnesses. They are the lifeblood of our organisation and carry our message of compassionate care into our community.

I was recently reminded of a patient and family who shared their experience of Te Omanga Hospice, describing how vulnerable and confused they felt following their discharge from hospital, and how our team made them feel when

they were part of our service. They described it as feeling like a warm blanket wrapping around them, keeping them safe.

Thank you all for being part of the warm blanket we wrap around the patients and families we care for. You truly make a difference through your support.

Biddy Harford MNZM
Chief Executive
Te Omanga Hospice



Compassion

Respect

Partnership

Learning

VOLUNTEERS MAKE THE WORLD GO ROUND



MEET

Elaine Wallace and daughter Tracy Wallace

In celebration of National Volunteer Week, we are shining a light on some of our incredible volunteers who give their time, energy and skills to Te Omanga Hospice. We could not operate like we do without all our volunteers, they are a pivotal part of our hospice-community. We celebrate each one of them, grateful for their valuable contribution, and giving them our heartfelt thanks.

We have asked some of them to share what they do in their diverse range of voluntary roles, and what it is like being a volunteer for hospice.

Elaine Wallace, Hospice Kitchen

Elaine has lived in the Hutt Valley all her life. She worked at Hutt Hospital for 35 years, deciding to end her employment there to spend time with her daughter and granddaughter when they returned from living in France. This is when she also decided to volunteer for Te Omanga Hospice, starting as a receptionist before moving to the hospice kitchen where she currently volunteers.

"I love cooking and food preparation and, like many women and mums, I know my way around a kitchen. I really enjoy working alongside some wonderful people in a busy, stress-free and happy environment."

"Over the years my husband Nick and I were involved with some fundraising projects, including the annual Vintners Lunch which is an amazing event. The generous funds raised go towards caring for the hospice patients in the Hutt Valley in the hospice itself or in their own homes."

"Sadly, Nick passed away in December 2019 after a long fight against cancer, he was visited by hospice staff in our home, they

provided valuable support for my family and myself to be able to care for him at home."

"One thing I have learnt during my time at Te Omanga Hospice is that if you are thinking of putting yourself forward as a volunteer and wonder if you have anything to offer, you most certainly do. There are so many jobs that mean so much to patients, their families and all the staff – from flower arrangers, gardeners, housekeepers, kitchen helpers, receptionists, biographers and more. Also, the feeling I get of achievement doing something I love."



Tracy Wallace, Housekeeping Team (daughter of Elaine Wallace)

Tracy started volunteering in 2020 after she had returned to her part-time job at a travel agency following a year of maternity leave. Three weeks in the effects of COVID-19 hit and the agency downsized. Tracy had recently lost her dad, Nick, to cancer in December 2019. Tracy's mum, Elaine, mentioned that volunteers were needed due to the impact of COVID-19 and invited her to get involved.

"I volunteer on the Thursday shift with 3 other lovely volunteers and staff. I'm in the housekeeping team, known as a "Trolley Dolly". The role I do as part of our team is cleaning the patients' rooms. There are 8 bedrooms in Te Omanga Hospice. I clean the entry point in their studio room and the bathroom/toilet facilities that each room has."

"One of the things I enjoy about being a volunteer at Te Omanga Hospice is working alongside a friendly team and being "Tracy" for the morning instead of "mum"! There is a real sense of pride and camaraderie in helping others help each other."

"Volunteering at Te Omanga Hospice holds a special place in my and our family's heart. Although our Dad didn't quite get to make his final resting days here, he was well looked after and cared for as an outpatient in the months leading to the end of 2019. The care I witness in hospice, and that of the care we experienced with my Dad, is the best you could ask for. I have so much respect for the team of staff there and what they do. I will forever be in awe of this facility and feel privileged to help out at such an incredible organisation."

"Volunteers do not necessarily have the time; they have the heart"
- Elizabeth Andrew



MEET

Kerry List, Gardener

Kerry's wife, Margaret, was a volunteer at the hospice's temporary facility in Petone. She let Kerry know the hospice would need gardeners when they moved back to the new facilities being built at Woburn Road.

"When the Woburn Road site became available for gardeners to return it was a mess of overgrown plants, weeds and a lot of rubbish left on the former building site. I was involved in digging holes and planting a large number of new plants, (roses, shrubs, trees, natives, grasses etc). Now we can look back and admire what that hard work by all the gardeners has produced in the grounds of Te Omanga Hospice in a relatively short time.

We gardeners joke that we only volunteer to garden because we get great morning teas! But we all enjoy meeting with the other gardeners and sharing stories and tales. We come from diverse work backgrounds, ages, and interests.

Often when we are working around the hospice we chat with patients and their families who appreciate being able to look out on, or move around, the grounds of Te Omanga Hospice. It is great to know that you have helped them in their last moments in a very beautiful and peaceful facility."



MEET

Valerie Wenk, Receptionist

Valerie returned to the Wellington area to be closer to most of her friends and family after living in Otaki for 11 years. As a retiree, Valerie had time on her hands and wanted to be involved in something in her community outside of her retirement village.

Valerie helps on reception a couple of days a week.

"Being on reception means I am in contact with other volunteers and staff on a regular basis and I like being able to help visitors coming in to see patients. The friendliness of literally everyone is a real tonic and helps provide some structure to retirement after spending a lifetime working."



MEET

Lou Dawson, Hospice Kitchen and Petone Shop

Lou volunteers in the hospice kitchen and Petone shop. After losing a friend to cancer a few years ago and admiring the support that Te Omanga Hospice provided, she decided to give back and be part of the hospice-community.

"My favourite part of being a volunteer is the feeling of being part of a wider team that somehow makes a small difference to Te Omanga Hospice. It is so satisfying, fun, and in life you never know

when we could require these services. A small payback really. My role as a volunteer makes me feel valued, appreciated, worthwhile and I have met some wonderful people through my roles. We lost a dear friend who was part of the hospice and everyone was amazing, supportive, and caring."



MEET

Raven and Jasmine, Lower Hutt Shop

Raven and Jasmine are both interested in helping out the community and getting something good on their CVs. They have both known people who have passed through the hospice and wanted to give back to them and the community in thanks.

"We both volunteer at the Lower Hutt retail store. We enjoy interacting and working with a variety of people. Volunteering has been a great way to see each other and locals on the weekend. It's something we both look forward to."





A WONDERFUL RESULT FOR OUR STREET APPEAL!

Our heartfelt thanks to our 240 volunteer collectors and our local businesses who hosted them for our Annual Street Appeal on 20-21 May.

The Appeal took place during Hospice Awareness Week, and we achieved a record amount of over \$40,000!

After an incredibly challenging two years of not being able to run some of our community fundraising events due to COVID-19 restrictions, the money



raised was a welcome relief, according to Chief Executive Biddy Harford.

“As Te Omanga Hospice is a Charitable Trust it relies heavily on donations from the local community. I am so grateful to everyone who gave us a donation – your support makes a difference to the 180+ people we care for each day.”

If you would like to donate, visit www.teomanga.org.nz or see details on the back page.

RESEARCH TO IMPROVE DELIRIUM KNOWLEDGE



Kaye Basire and David Gillmore

TE OMANGA HOSPICE DELIRIUM PREVENTION RESEARCH

As part of providing quality palliative care, some of our Te Omanga Hospice clinical staff are actively involved in research. A small group - Te Omanga Hospice Research Champions (TORCH) – meet regularly to support each other and promote research to continuously improve patient care.

One current research project, being carried out by Kaye Basire (Palliative Care Medical Specialist) and David Gillmore (Registered Nurse), investigates if it is possible to use non-medicinal strategies to prevent delirium.

Delirium is common in very sick people, especially those in hospices. It can be quite distressing not only for the patients but also their families and those caring for them. It starts suddenly and causes confusion and disorientation that can come and go. Simple things can help prevent delirium, like promoting sleep, offering drinks regularly, encouraging movement, engaging in conversation, and most importantly, the involvement of whānau in patient care.

In this research, Kaye and David are collaborating locally with Cheryl Davies of Kōkiri Marae, Tū Kotahi Māori Asthma Trust. Te Omanga Hospice and Waipuna Hospice in Tauranga are two sites in Aotearoa/New Zealand conducting this research as part of a wider Australasian project.

This research has been funded by a Cancer Research Trust NZ grant, which pays for David's Research Nurse position. Once the findings have been published, the team will be sharing the learnings with the local community.

WELLNESS WARRIORS IN ACTION



Lenore, Peter and Beth from the Wellness Warriors Team



Covid-19 has certainly impacted the wellness of the country. We want to shine a spotlight on the amazing work our staff are doing to support our own team.

Wellness Warriors was founded by Director of Nursing, Peter Godden-Steele, who had a vision to create a culture where everyone involved in Te Omanga Hospice act as one harmonious team, all supported by our hospice values, whether they are based at the Hospice, Hutt Hospital, or one of our four retail stores.

Peter says, “It’s all about a collective approach. I explored various workplace wellbeing models and researched best practice to develop a program that would work for Te Omanga Hospice as an organisation, including the Wellness Warriors.”

Last year the Wellness Warriors were recognised in the HVDHB Ngā Tohu Angitu 2021 Celebrating Success Awards as the winner of the ‘Excellence in the Workplace’ category. Peter has also been recognised for his work designing our wellbeing programme, Hauora 5x5, responding to a desire to strengthen and protect the heart of the Hospice. He involved staff and volunteers in the development, implementation, evaluation, and effectiveness of the programme, which led to the creation of the Wellness Warriors, amongst other initiatives.

The Wellness Warriors team is made up of representatives from all parts of Te Omanga

Hospice – from nursing, to retail, to volunteers. This diverse group meets to share ideas on how they can bring joy to the workplace and roll out initiatives that enhance overall wellness. Some of these initiatives include an annual wellbeing calendar which has a monthly theme, recognition days for teams and roles, and a wellness activity. An example is Feel Fabulous February which included a virtual walking challenge from the top of the North Island to the bottom of the South Island; this was a fun distance challenge for anyone who wanted to participate. Staff also get a daily wellbeing prompt from the calendar that they can choose to use if they wish.

“At the heart it’s all about bringing joy into the workplace that will impact the wellness of all involved. Sometimes it’s the simple things like reminding people to take 5 minutes out to engage in a fun challenge with others”.

“The roles at Te Omanga Hospice can be physically and emotionally stressful and we all need time to reset and be mindful. Ensuring that we are caring for the carers is at the heart of what we do. The staff here are always out there delivering for patients and it’s important to remember that the carers need some care as well” says Peter.

The Hospice will continue to enhance and evolve the work they do in this space to ensure it can deliver the best environment for all staff while delivering excellent care for patients and their whānau.

CRAFT GROUP BUILDS CONNECTION



Juhaina, Serena, Rosie and Craft Group



The idea of a 'craft party' to build connection amongst staff with similar interests at the Hospice, was the driving force behind the Hospice's first craft group which formed late in 2021.

Doctor Juhaina Al Ruheili and her colleagues Serena Stace, (Counsellor and Art Therapist) and Rosie Silby (Registered Nurse), saw an opportunity for craft-lovers to get together and learn from each other.

"It then became more than just a craft group. It became our self-care and a practice that strengthened our connection with each other. We loved the conversations and things we shared across tables outside of our work environment."

The group is open to current and former staff members of the hospice who meet monthly.

"You can bring anything along. We have some expert crafters in the group, so people usually bring their projects along to get help and advice from some of our crafting experts. You can also learn a new skill if you want. We cover anything from knitting, crochet, cross stitch, embroidery, and even macrame."

The group welcomes and encourages new members to join.

"It's a wonderful opportunity for former staff to participate and connect with their hospice whānau, strengthen the connection between current staff and ultimately encourage self-care and tap into our creative minds."

Juhaina says they are open to different crafts and are currently on the lookout for someone to organise Māori flax weaving or art workshops.

COLLECTING CANS TO SUPPORT PATIENT CARE



Joan Wilson

We want to give a huge shout-out to a special person called Joan Wilson.

Joan collects aluminium cans which she recycles and then donates the funds to us. She has been recycling cans since 2020 and this year has raised over \$800 for Te Omanga Hospice. We're so grateful for her commitment to the patients and families we care for.

Thank you

Kāhore taku toa i te toa takitahi, he toa takitini

We cannot succeed without the support of those around us

OUR GRATEFUL THANKS TO THE FOLLOWING WHO HAVE RECENTLY SUPPORTED OUR WORK WITH A GENEROUS GRANT, BEQUEST, DAY OF CARE, SPONSORSHIP OR IN-KIND DONATION.

Anna Campbell	Helen Miller	Patricia O'Brien Charitable Trust
Barbara Millensted	Helen Willberg	Ray Hyndman
BNI Biz for Upper Hutt	Hutt Mana Charitable Trust	Red Knights Firefighters Motorcycle Club
Chingford Trust	J H Whittaker & Sons Ltd	Ron Milburn
Clive & Carol Cottle	Jill Timmins	Rotary Club of Hutt River Valley
Colin & Sheryl Gooch	Joe Tomlinson	St Joseph's Parish Upper Hutt
Cory Sellwood	Joshna Narsinh	Stephen & Gillian Goodman
E M Pharazyn Trust	Julia London	Sydney & Ange Cumming Charitable Trust
Estate of Alison Jane Simpson	Kleenrite	Sylvia Collis
Estate of Audrey Isabel Gibson	Leonard Monk Charitable Trust	Vivienne Robertson
Estate of Geoffrey Graeme Carre Claridge	Lions Club of Eastbourne	Wellington Children's Foundation
Estate of Linda Christine Phillips	Lions Club of Lower Hutt	Winton & Margaret Bear Charitable Trust
GCOL Limited	Lynn Angus	Zircon Properties
Gee & Hickton Funeral Directors	Max & Dianne Quin	
Gill Ching	Mckone Consultancy	
Glenn Croasdale	Michael Williams Family Trust	
Graeme & Judy Meek	Norman Ryder-Lewis	

THANK YOU TO THE FOLLOWING BUSINESSES, SCHOOLS AND CLUBS FOR THEIR GENEROUS SUPPORT OF OUR ANNUAL APPEAL

4 Square, Eastbourne	Humankind	Ray White Kemeys Brothers
ANZ Bank, Lower Hutt	Hutt City Council	Riverbank Market, Lower Hutt
Bellbird Cafe	Janus Bakkerij	Rotary Club of Eastern Hutt
BNI Hutt City	King Toyota Lower Hutt	Rotary Club of Hutt River Valley
Brewtown	Kmart Petone	Rotary Club of Petone
Bunnings Petone	Marmalade Deli, Eastbourne	Sacred Heart College, Lower Hutt
Clive's Chemist, Wainuiomata	Mitre 10 Mega Petone	Seashore Cabaret
Countdown High Street	Mitre 10 Mega Upper Hutt	Silverstream Bakery
Countdown Maidstone	Naenae Village Market	Silverstream Lions Club
Countdown Petone	New World Hutt City	Sprig & Fern Tavern, Petone
Countdown Queensgate	New World Silverstream	St Oran's College
Countdown Upper Hutt	New World Stokes Valley	St Patrick's College Silverstream
Countdown Wainuiomata	NZ Defence Force	Upper Hutt City Council
Day's Bay Pavillion	PAK'nSAVE Lower Hutt	Upper Hutt Cossie Club
Farmers Queensgate	PAK'nSAVE Petone	Upper Hutt Mall
Farmers Upper Hutt Mall	PAK'nSAVE Upper Hutt	Wainuiomata Rugby Club
Fix Federation	Petone Club	
Harvey Norman Centre	Queensgate Shopping Centre	



Dying to Know Day, held on 8th August, is all about fostering deep conversations about the one thing all humans have in common – death. The day is dedicated to destigmatizing the topic of dying and educating others on how to die in a way that stays true to themselves and their wishes. The hope, in dedicating a day to “dying awareness”, is that we all accept and plan for our death, allowing us to live even better in the present moment.

Dying to Know Day activities in the community might include starting family conversations over dinner, meeting with others at a community-led death café, engaging in a school project on death, creating and enjoying art, dance, music, theatre, and hosting conversations in the workplace.

Here at Te Omanga Hospice, we will focus on building compassionate communities throughout the whole month of August and acknowledging Dying to Know Day. In partnership

with local libraries, we have previously run a “Before I die, I want to...” wall following on the global movement originally created by Candy Chang on an abandoned house in New Orleans after the death of a loved one. This allows the community to share their responses and spark conversations around grief and dying.

This year you will find a “Before I die, I want to hear...” pop-up space in local libraries inspired by Yoko K. Sen. Yoko Sen is a musician, performer, and patient, whose sensitivity to sound has inspired her to create a more soothing, healthier auditory experience in hospitals and healthcare environments. As a sound designer, she is determined to create sound environments that transform hospitals from dissonant disease-centred cultures into harmonious human-centred experiences.

Look out for a sound-board at one of our local libraries during August, and share what you want to hear before you die. Let’s all be open to having vulnerable conversations about death and normalising openness and compassion.

Please join in as we celebrate Dying to Know Day during August.



What is a Death Café?

Death Cafés are a community-led global movement, which began in Hackney, East London by Jon Underwood and Sue Barsky Reid, based on the work of Bernard Crettaz. Their objective is “to increase awareness of death with a view to helping people make the most of their (finite) lives”.

At a “Death Café” people, often strangers, gather to eat cake, drink tea and – discuss death. They are run on a not-for-profit basis, in an accessible, respectful and confidential space, with no intention of leading people to any conclusion, product or course of action.

If you are interested in reading more information on this movement, you can visit the website deathcafe.com/what

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Website: teomanga.org.nz. Press the ‘Please Donate’ button on our homepage.

How many communications would you like to receive from Te Omanga Hospice in a year? (please tick)

Four Three Two One None

I would like to be contacted about giving regularly by Automatic Payment or Credit Card

Unfortunately we no longer accept cheques. If you need help donating please call us on 04 979 6681.

Te Omanga Hospice Trust
Registered Charity Number 22248

Please return in the envelope provided or post to:
PO Box 30814, Lower Hutt 5040

Donations over \$5 are tax deductible.

A receipt will be forwarded.

Thank you for your support.

