

ISSUE 75 | SUMMER 2020

# Waipuna Connections



**Your special  
complimentary  
Christmas tag  
included inside!**

**Volunteer.  
Nurse.  
Bereaved mother.  
Sue Pollard shares  
her story - page 5**

Plus, we wrap up our numbers from 2020 on page 3 and help you manage your grief this Christmas on page 6

## Rambling Rich

I have been given strict instructions from my team that this newsletter will not mention that “tricky little virus” beginning with the letter “C”...so I won't. Instead, I thought this “ramble” would cover off the importance of wellness and how we need to look after ourselves and others at a time of increased change and volatility.

These periods of change and volatility have been termed VUCA, a term first used in 1987 to describe or reflect on the volatility, uncertainty, complexity, and ambiguity of general conditions and situations...and boy have we been in a VUCA period if ever, and I still haven't mentioned the word I am not allowed to mention!

When we enter these VUCA periods human instinct can manifest in many different behaviours. For example, we can run away and hide, we can stay and fight (yes VUCA is used in the armed forces), we can become creative, we can become resistant to change...and there are many, many different behaviours, all of them real to the people who are experiencing VUCA times.



Image credit: Bay of Plenty Times

The big downside of VUCA periods is the impact they have on our wellness. Again this impact on wellness can be significant and when we are faced with repeated VUCA periods, such as repeat lockdowns, our wellness presentation can be different. These presentations are often to do with how we survived the previous VUCA period and whether we “thrived or dived,” and whether we learned from that previous period.

So, a major part of coping and maintaining wellness is being mindful. We must reflect on our own wellness and health, and that of our whānau, friends, and colleagues. Reflecting is an important part of building our emotional intelligence and resilience. In a busy world this can be difficult, but should it take a long period of time? It may be a meeting with a friend over coffee, or sitting somewhere quiet and taking a few notes about how you feel, what is making you feel this way, and what you can do about it. It can also help to take time out and really notice your surroundings.

It's important to not do this on your own if you are finding it hard to cope. Consider counselling, coaching, or talking things through with a friend, partner, or trusted colleague.

Other keys to wellness involve physical activity. Increasing physical activity has all sorts of good biological effects on our body, that also improve our mental wellbeing. There are many apps available to help with looking after our wellness – for example, try [www.mentemia.com](http://www.mentemia.com).

Most of all, we need to be kind in these difficult times.

So, take care, enjoy the holidays, and have a wonderful Christmas.  
(See how I didn't mention the thing I was not allowed to mention through the whole article?!)

## Welcome Vanessa: Board Chair

Vanessa Hamm became the Chair of the Waipuna Hospice Board this year and leads a Board of expert Trustees with specialist experience in healthcare, retail, finance, business, fundraising, and the voluntary sector.

Vanessa and the Board work closely with the CEO and Senior Leadership Team to ensure excellent patient care and a sustainable future for the hospice.

Vanessa brings her own technical expertise to this role with a 23-year career within the legal industry, having worked in Invercargill, Wellington, and London, and currently as a partner at Holland Beckett Law. Joining the Board at Waipuna Hospice was a natural fit for Vanessa and is a challenge that she absolutely relishes.



*Vanessa Hamm is a partner at Holland Beckett Law specialising in resource management, local government, and public works matters.*

“I have spent the last 15 years on various boards, generally connected to my children's school or sporting interests. With my children getting older, Waipuna Hospice offers a new challenge. It is also an organisation which Holland Beckett Law has had a long association with, and so I am proud to continue that association.”

We would like to extend a very warm welcome to Vanessa and thank her for helping contribute to the ongoing success of Waipuna Hospice.



— WAIPUNA HOSPICE —

# REMEMBRANCE TREE APPEAL

— 2020 —



Waipuna Hospice, in partnership with Hospice New Zealand and Farmers, are once again giving our community the chance to remember those held dear with our Remembrance Tree Appeal.

Our Remembrance Tree Appeal is a time when the community is encouraged to leave a message on a Christmas tree for their loved ones, remembering those who they can't be with. In return, a donation is made which goes directly back to helping those in our community facing a life-limiting illness through the work of Waipuna Hospice.

Another way to support the Remembrance Tree Appeal is with the Hospice Bauble available for \$10 at Farmers Bayfair and Tauranga Crossing. 2020 is the 7th year that Farmers staff and customers will join together to raise funds, to keep hospice care free of charge in every community across Aotearoa.

This year's bauble is Comfort by Hospice, which is inspired by the wrap around care and compassionate support hospice services provide to patients and their whānau. There are limited numbers of the baubles available, and if previous years are anything to go by, they will sell out, so please visit your closest Farmers store to purchase one before it's too late.



Remembrance trees are now located in both Tauranga Farmers stores, and in local supermarkets, cafes, retail stores, and more. Please donate generously, and leave a loving message for someone you can't be with this Christmas. All donations made in the Tauranga and Western Bay of Plenty community, including the sales of the Christmas Baubles, stay in this region and are given directly to Waipuna Hospice.

## A special gift, just for you.

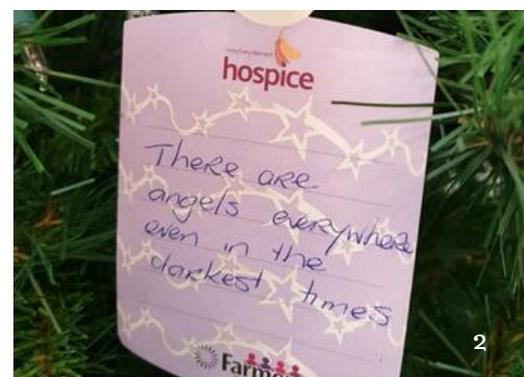
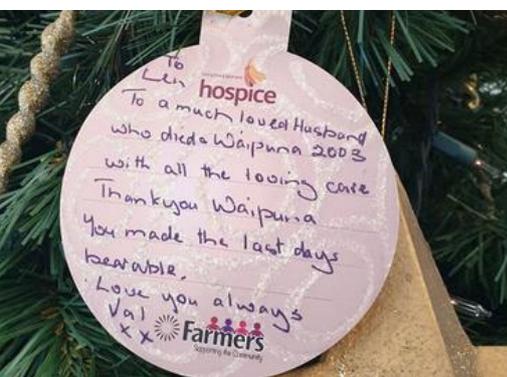
We know that Christmas is a time when the loss of loved ones can be strongly felt. **So, this year we want to help you remember those you can't celebrate with, by gifting you your own remembrance tree paper bauble.**

Enclosed with this newsletter you would have found a complimentary remembrance tree tag – this is for you to put on your tree at home. Please write a note to your loved ones, be it a loved one who is no longer around to celebrate with you, or someone living abroad, and place the tag on your Christmas tree. After Christmas, you can post your Remembrance tag back to us, or drop it in, and we will include it in our Remembrance service in March where all our tags are blessed and buried under a tree on our grounds.

Giving voice to grief through writing a card to express how you feel can be a comforting exercise. You may not be able to spend time with them this festive season, but hopefully this tag helps you feel like they are still with you this Christmas.



**Use your tag to remember someone special and hang it on your Christmas tree!**





# A YEAR IN REVIEW



PHONE CALLS



TOTAL PATIENTS



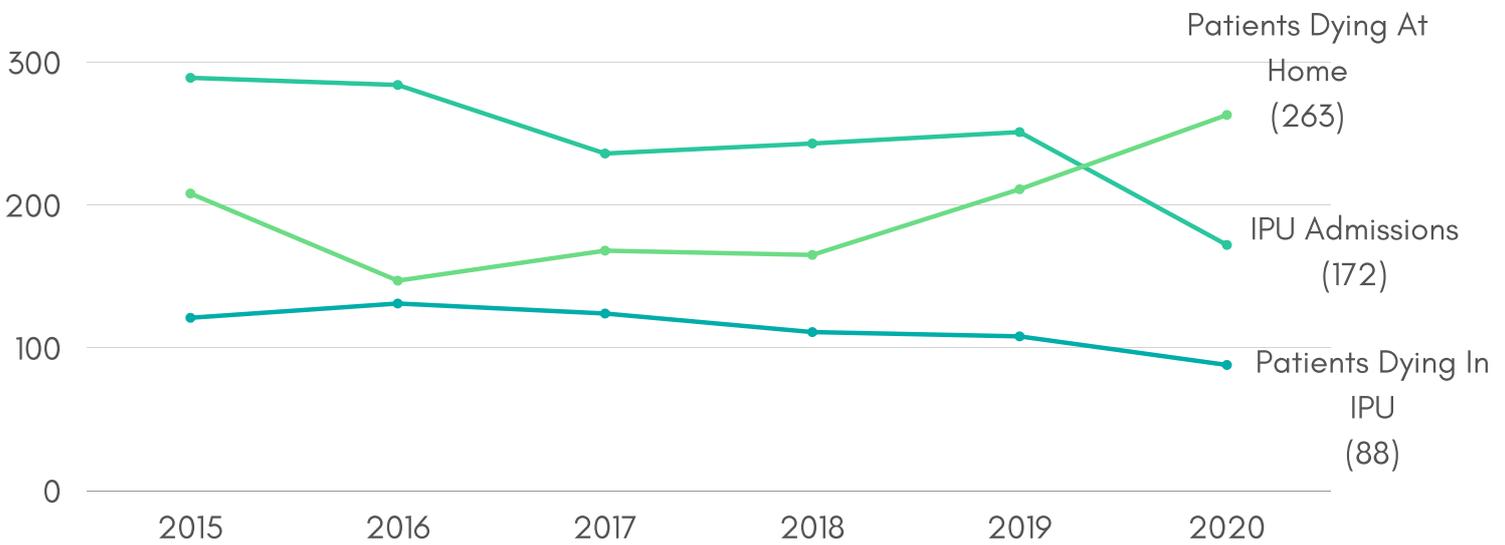
NURSE VISITS



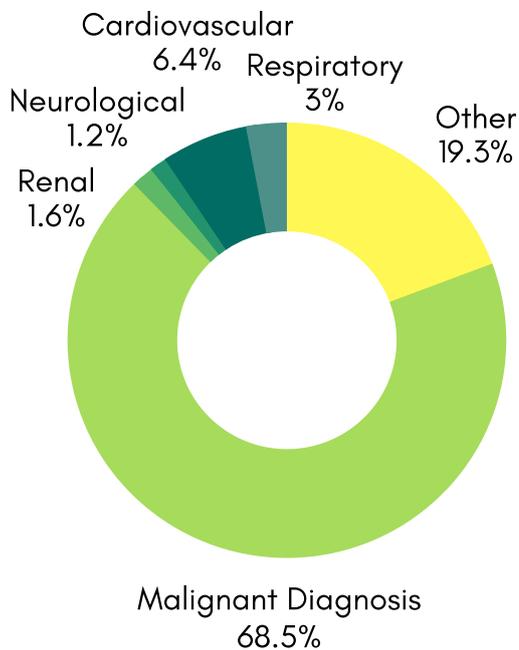
FAMILY SUPPORT CONTACTS



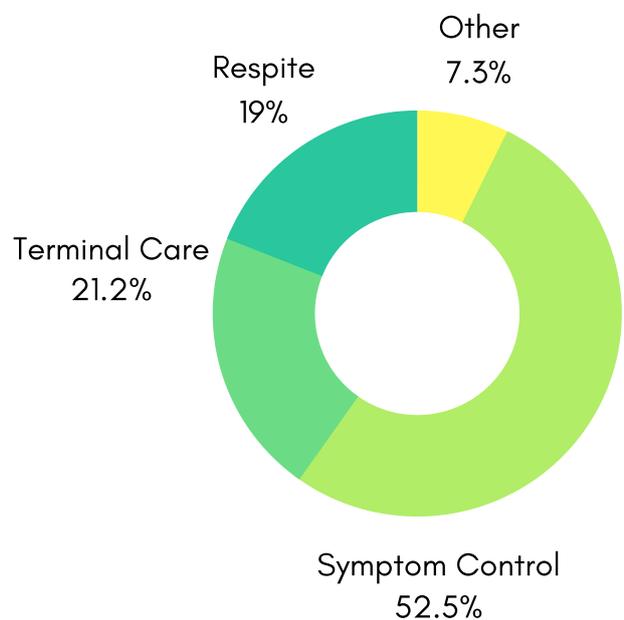
REFERRALS



## Primary Diagnosis



## Reasons For Admission To IPU



243,254

KM TRAVELLED BY OUR TEAM

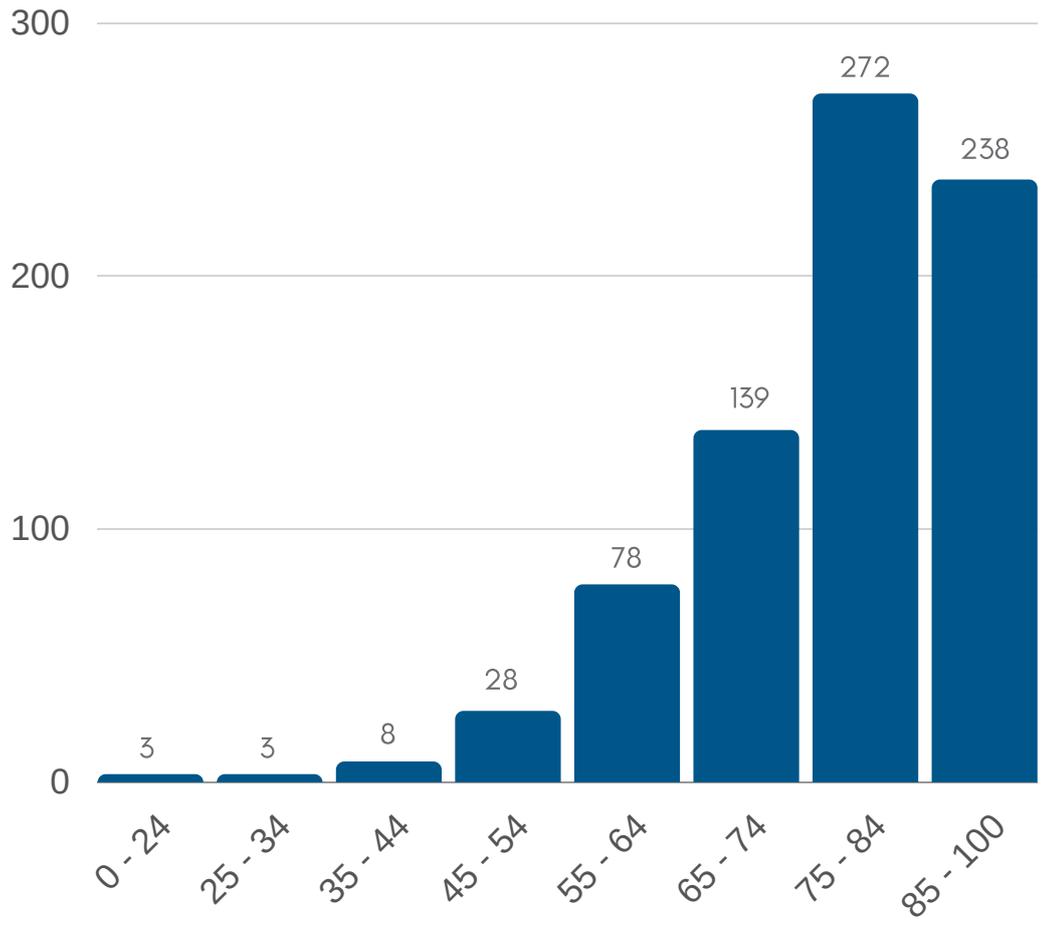
179

INPATIENT ADMISSIONS

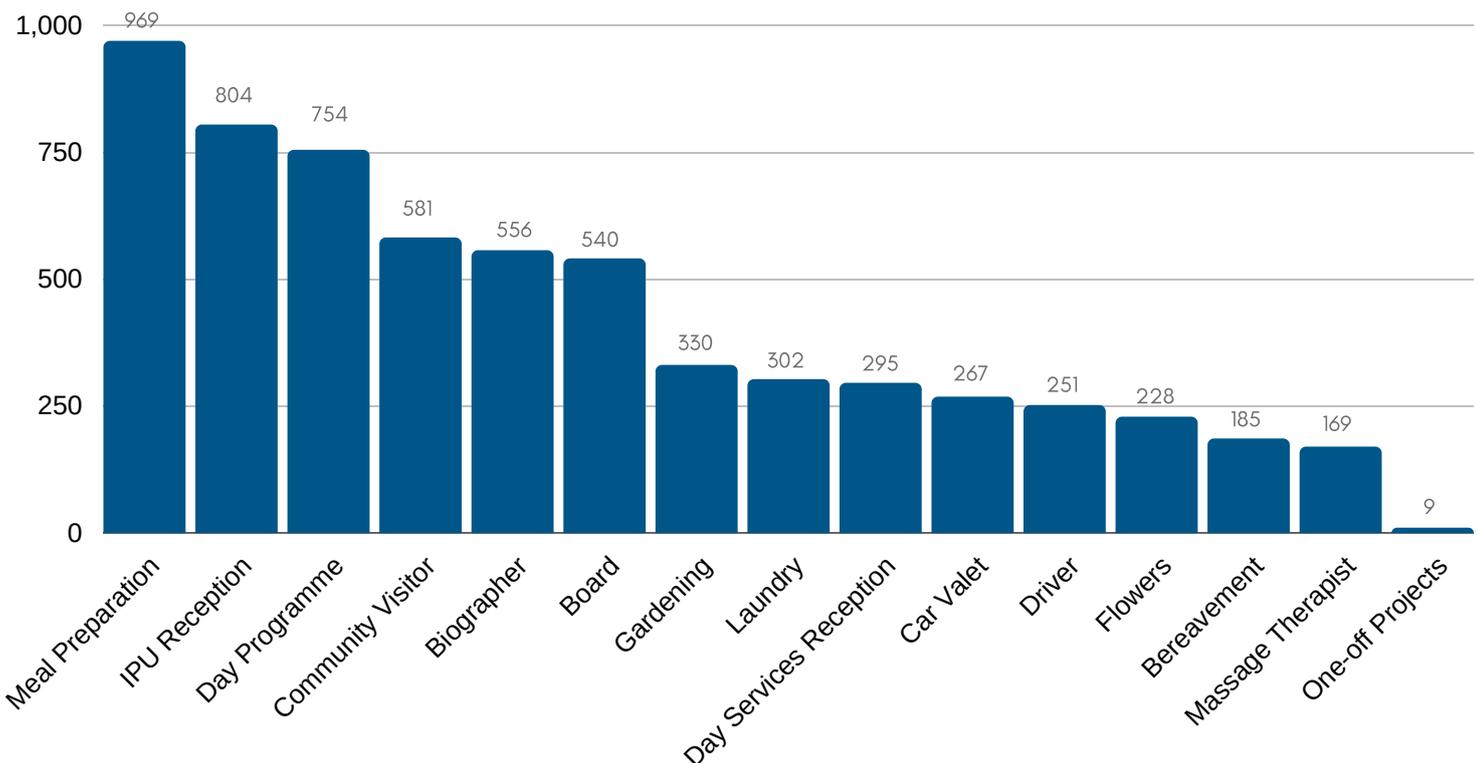
7

AVERAGE DAYS IN IPU

## New Patient Referrals By Age



## Palliative Care Volunteer Hours By Category



# A Full Circle with Sue

Volunteer. Nurse. Bereaved mother – Sue Pollard’s journey with Waipuna Hospice spans almost three decades, and is one rich in love, loss, and, discovery.

29 years ago, Sue Pollard began her journey with Waipuna Hospice in a little weatherboard house by the hospital as a volunteer. With a “heart for people,” Sue was driven to help. So, two years later when the opportunity to apply for the first official nurse position came up, she applied.

In Sue’s words, hospice in Tauranga was “established on love. We were all volunteers for those first few years and it was about loving our patients. As nurses, we were motivated by love and relationships, rather than disease and protocols; it inspired a wonderful work environment with the team, a team which grew quickly.”

The heart is everything when it comes to Sue Pollard’s personal philosophy of hospice care. “I am passionate about caring for people in the final stages of life,” explains Sue. **“It is not just about caring for someone with a disease. It is inspiring to work with the whole person – physical, social, spiritual – and their family.”**

Although Sue had nursed hundreds of patients and worked closely with their families, nothing prepared her for the shock of losing her daughter Ruth to a brain tumour.

“When Ruth was first diagnosed with a brain tumour, it was a huge shock. Even though I knew the potential symptoms, I didn’t allow my brain to go there at first. However, I know my years of experience equipped me to face whatever time we had left with her.

Ruth was incredibly courageous and faced every battle in ways that blew everyone away. Being pregnant, she was even more determined to not only have this precious baby but spend as much time with her as possible. **I had to let go of my role as a Hospice nurse and be a mum and grandmother. It wasn’t easy, but it was important.**

The hardest time for me came in the year after Ruth died. It’s often not so much the grief of losing a person that takes its toll but all the things that are lost as a result of that loss.”

Although incredibly challenging, going on that personal journey helped Sue tremendously in her job. “It not only helped me emotionally, but also helped me make decisions and deal with the flak that flies around every family in this kind of situation. **All the negativity that will come, all the battles that you face – having walked that path personally, I was able to recognise and understand a little of this huge challenge in their lives,**” explains Sue.

Having visited and been involved with other hospices, Sue believes Waipuna is one of the best in New Zealand. “People just can’t believe our level of care and dedication to giving not only our patient, but their families, the best possible support. They were usually blown away by the devotion of the staff, and the dedication to care for them and their families.”

Having started as a volunteer Sue emphasises how vital volunteers continue to be to the organisation. “Volunteers help Waipuna Hospice function. Without them we would just be a clinic of some kind. We would not be this big, pulsing heart.”

Despite having retired from nursing, Sue has returned to her original posting as a Waipuna Hospice volunteer. **“Helping people and giving back is my passion, it’s what drives me – it’s why I am still involved today.”**

“To this day, one of my favourite things about volunteering is being able to come alongside people and encourage them and brighten their day.”

Over almost three decades Sue went from volunteer, to hospice nurse, to bereaved mother, then back to Volunteer – Sue truly is a hospice hero.



Sue outside the original Waipuna Hospice building with the first donated vehicle.



Sue Pollard, with her fellow Hospice Nurses.



Sue with her daughter Ruth and Ruth's daughter.



# Dealing with Grief this Christmas

Living with the loss of a loved one is hard, and while grief never fully goes away, there will be times when emotions are much more heightened, and the sense of loss can feel greater. Christmas is one of those occasions and as the festivities begin, so too may your feelings of sadness and loss. Often the best way of handling it is to be prepared. As hard as it is, there are things you can try that will hopefully make Christmas seem that little bit more bearable. Here are our top 10 tips.

- 1 Plan ahead and think about which festivities and Christmas rituals you feel comfortable participating in. You don't have to do everything
- 2 Light a candle in your loved one's memory
- 3 Visit their grave or the place where their ashes were scattered
- 4 Have a family dinner and make their favourite recipe
- 5 Write a letter to your loved one
- 6 Visit their favourite beach or park
- 7 Hang a special ornament on your Christmas tree in their memory
- 8 Listen to their favourite music, or even their favourite Christmas music
- 9 Look after yourself. Why not climb into a hot, relaxing bubble bath, or take some time to go for a walk and exercise?
- 10 On Christmas Day itself, remember to take care of yourself. If things become a bit too much find somewhere quiet to take a breather. Give yourself permission to not be okay and to ask for help if you need it. Equally, allow yourself to have fun and smile.

It's important to remember that we are all different and grieve in our own ways. Don't do anything that makes you uncomfortable – you are the one grieving and need time to do that. If you need support our counsellors are available to Waipuna Hospice patients and their families, Monday – Friday, excluding public holidays. Alternatively, you can free-call or text 1737 24 hours a day, 7 days a week. 1737 is a free service for anyone who needs to talk to a counsellor.



*Jim and Waipuna Hospice Fundraising Executive, Wayne Bloxham.*

## Making a real difference with real estate

Having been a real estate agent in Tauranga for 29 years, Professionals realtor Jim Peterson has a true passion for giving back to his community. Jim has been supporting his community for years, both through volunteering and donating, but back in 2018 he decided he could do more, initiating a unique charity donation promotion through his real estate work.

Jim, with Professionals' support, runs an initiative where he donates 20% of the full commission of houses he sells that are referrals from charity connections. To date, Jim has donated over \$38,000 to eight charities, including Waipuna Hospice.

"It is well proven that in giving you will receive, and success is best when it's shared," explains Jim. "This promotion is a win/win for everyone. When a referral comes in from

Waipuna Hospice and the house sells, 20% of the full commission goes back to hospice. This means that not only is the seller happy, but Waipuna Hospice, and in turn our community, benefits."

Jim's initiative has so far delivered three substantial donations to Waipuna Hospice, and he is hoping that he will be able to drive more donations in the future. "I know how hard it can be to fundraise even \$500, and Waipuna Hospice needs every community effort to continue the great work they do."

"I came to understand what Waipuna Hospice was about and their need for community involvement when my wife was a reception volunteer back in the 2000s. We've also had numerous friends who have been exceptionally cared for in their final days by Waipuna Hospice, whether it was in the hospice in-patient unit, or in the comfort of their own homes."

Jim loves that his work is helping make a difference, and hopes he can continue supporting his community for years to come.

If you have any questions, please contact Jim on [jim@nrgrealty.co.nz](mailto:jim@nrgrealty.co.nz) or 0800 22 00 12.

# Why does Joy volunteer at hospice?



Joy Beanland has been a volunteer at the Waipuna Hospice Fraser Street charity shop for 8 years. For her, volunteering is as beneficial for her as it is for Waipuna Hospice.

"I love belonging to something purposeful," explains Joy. "I had a lot of experience working in retail previously, so was quite confident coming into my role. However, it's not just about selling. The retail part of volunteering in the shops isn't the essence of it, it's about the people and the team in which we work. The benefits are as much for me personally as they are for the cause."

Joy loves the energy on busy days, and meeting people from so many different walks of life, especially their regulars. "We have a lot of regular customers in the Fraser Street shop, and we think of them as part of the Waipuna Hospice family. They love coming in to see us, and we love seeing them."

"I would encourage anyone who has some spare time and enjoys working in a team to volunteer and join the Waipuna Hospice family. It's not a one size fits all, different people like different things, and there is something for everyone."

If you'd like to come have a friendly chat or meet the team, call 07 552 4380 ext. 314, or apply on our website.

Back for 2021!



## Our Superhero Walk is back in March 2021!

Walk or run with us to honour a hero in your life.

It could be your dad, your granny, your best mate, Hercules, Jonah Lomu, or even your pet goldfish... whoever it is, join us on the **27th March, 2021**, to honour, celebrate, or remember them!

This fun day out with entertainment, food trucks, and prizes for best dressed is one you don't want to miss.

**Further details will be released early 2021. Expressions of interest are now open.**

To register your interest please visit [www.waipunahospice.org.nz/super-hero-2021](http://www.waipunahospice.org.nz/super-hero-2021)



WAIPUNA HOSPICE CHARITY SHOP  
**VOLUNTEERS NEEDED!**

## Become part of the Waipuna Hospice family and help your community!

To become a volunteer call **07 552 4380 ext. 314** or email **[volunteers@waipunahospice.org.nz](mailto:volunteers@waipunahospice.org.nz)**  
We look forward to hearing from you.

"I love that I get to work with nice people and I enjoy meeting the happy customers that come in to the shop."

Waipuna Hospice Volunteer

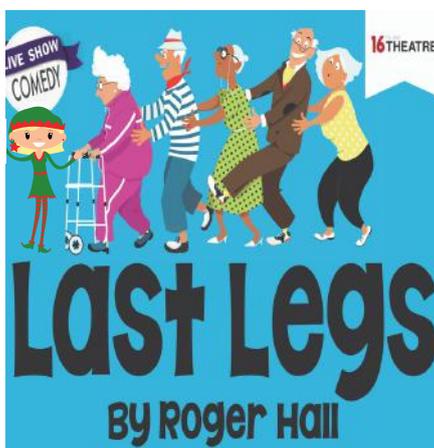
# Turn your second hand goods into first class care.

Waipuna Hospice charity shops offer a huge variety of quality pre-loved goods. Your purchase from any Waipuna Hospice charity shop will go directly towards providing care and support to someone facing a life-limiting illness. Every dollar counts and your support is greatly appreciated.

There are six shops in the Tauranga and Western Bay of Plenty region - Te Puke, Katikati, Papamoa, Mt Maunganui, Fraser St and Greerton.

## When Santa doesn't get your gift quite right...

If you end up with unwanted gifts, we have the solution. Donate your unwanted Christmas gifts to our charity shops and pass your gift on to someone who will treasure it. Our Shops will be open from the 5th of January, and our Depot, and free collection service, will be open from the 6th of January.



## Last Legs Fundraiser

Waipuna Hospice would like to say thank you to everyone who purchased tickets and attended the Last Legs comedy show by Roger Hall, presented by the 16th Avenue Theatre in November. We hope you enjoyed the evening.

We are pleased to let you know that the event raised \$3,400 for Waipuna Hospice! Without you we wouldn't be able to provide care and support at no cost to people in our community facing a life-limiting illness. So, THANK YOU.

"My friends and I had a great night out at the Last legs comedy play. The friendly welcome at the door was a really good start. The play was hilarious and very well done. I haven't laughed so much in a long time, it was nice to get out to live theatre again." - Robyn M

## Remembrance Service - Save the Date

Waipuna Hospice warmly invites you and your family, whānau, and friends to our Remembrance Service in March 2021.

Waipuna Hospice Remembrance Services are a time when families of the bereaved can come together with others to remember their loved ones and the connection they had with Waipuna Hospice.

The service will include a blessing of the personal messages placed on Waipuna Hospice Remembrance Trees, music, and reflection. We encourage you to bring a photo of your loved one.

**WHEN:** March 2021

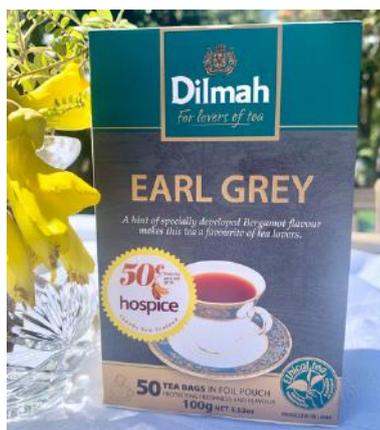
**WHERE:** Waipuna Hospice Day Services Atrium

Anyone is welcome to attend. Refreshments provided.

Please note, further details will be released in the new year. **If you would like to register to receive more information please email [karensch@waipunahospice.org.nz](mailto:karensch@waipunahospice.org.nz).**



## A Toast To Dilmah New Zealand



Did you know that our good friends at Dilmah Tea have donated almost 10 million tea bags to hospices across New Zealand over the years? That's a lot of tea!

Right now, Dilmah is also donating 50c from selected packs of their beautiful English Breakfast & Earl Grey range to Hospice New Zealand to help raise awareness of hospice services. Look out for the specially marked packs in your local supermarket - and do try it!

## Elf on the... Newsletter?

We've hidden some of Santa's little helpers on the pages of our newsletter. Do you think you can spot them all?



Put your detective skills to the test and find them all! Tell us how many you find using the form at the end of our newsletter or email [communications@waipunahospice.org.nz](mailto:communications@waipunahospice.org.nz) to be in to win a special prize!

Thank you to  
our supporters



BOP Community legacy Fund  
managed by Perpetual  
Guardian

KD Kirkby Charitable Trust  
managed by Perpetual  
Guardian

Matrix Charitable Trust



## Are Going Cheque-free

With more customers choosing to bank digitally, there has been a decline in the use of cheques. As a result, **Westpac and BNZ have made the decision to discontinue the use of cheques as a method of payment. These changes will come into effect on the 25th June 2021 for Westpac, and in July 2021 for BNZ.** This means that soon you will no longer be able to donate to Waipuna Hospice via cheque. We understand this could be disruptive for you and are happy to help anyone affected by the change. Here are a few alternative options.

**Donate on our website using your credit card.** This is the easiest, safest, and most secure way to donate. You can set up the donation how you like, simply select how much and how often you would like to donate. Donations can be set up to occur weekly, fortnightly, monthly, or annually.

**Phone us on 07 552 4380** and we will be able to process your donation for you using a credit card.

**Visit our lovely reception** at Waipuna Hospice, 43 Te Puna Station Road, and we will process the donation for you. If you don't have a credit card, you can use your debit card when you visit us.

**Online Banking.** Waipuna Hospice Inc is already loaded as a payee through online banking. If you are set up for internet banking, all you need to do is write our name in the payee box and our account details will appear. Can't find our account details? They are – Waipuna Hospice Inc 03 0435 0469107 02

**Visit or phone your bank,** they can put the donation through for you.

Westpac and BNZ aren't the first banks to phase out cheques, with Kiwibank having already discontinued cheques back in February 2020. **If you have any questions, please talk to your bank directly, or call us on 07 552 4380, ext. 210.**

## Annual General Meeting Awards

We would love to say a massive thank you and congratulations again to our 'Supporter of the Year' award recipients who were recognised at our AGM. These individuals, companies, organisations, and community groups, generously contribute to, and support Waipuna Hospice, and help make our work possible. This year's recipients are:



**Individual Supporter of the Year:** Mandy Williams, The Hickson Family, Christine Conn, and Dr. Murray Smith

**Community Group Supporter of the Year:** Tauranga Ford Muscle Car Club, MacKay Strathnaver Trust, The Omokoroa Centre Trust, and the Matrix Charitable Trust

**Corporate and Organisation Supporter of the Year:** Curtain Clean Tauranga, Farmer Autovillage, Acorn Foundation, Chem-Dry Tauranga, and Confidential Document Destruction.



# Running for A Cause

We'd like to say thank you to some Hospice Heroes who have run the distance for Waipuna Hospice and helped us raise crucial funds.

Jamie, Kael, Cameron, and Iti, took on the challenge of running 400km in 24 hours for Waipuna Hospice in September. They put in absolutely everything they had, and despite serious injuries, rain, wind, sleep deprivation, and absolute exhaustion they managed to push through and complete 100km each, plus some! In total, the team ran 440km and raised \$6129.

Katie Oliver also took on a worthy challenge of running the Tauranga half-marathon for Waipuna Hospice. Katie ran in memory of her late aunty Karen, who was a Waipuna Hospice patient. Not only did she smash her challenge, Katie managed to raise \$2,200 for Waipuna Hospice which is an amazing accomplishment. According to Katie, her aunty was with her every step of the way.

Thank you to Katie, Jamie, Cameron, Kael, and Iti, and everyone who donated and made these amazing accomplishments possible.

## Inspired by their mission? Why not become a Waipuna Hospice fundraiser yourself!

Fundraising for Waipuna Hospice is all about having fun doing something you love while also helping people in your community. It's easy to do with online tools such as Givealittle, and Waipuna Hospice is here to help you make the most of your event.

If you have an idea don't hesitate to contact us on 0800 4 WAIPUNA or email supporter@waipunahospice.org.nz.



### Upcoming Challenges!

Why not take on one of these challenges as your next fundraising mission?

<b>Tarawera Ultramarathon</b> Rotorua 13th February 2021	<b>Women's Triathlon</b> Mount Maunganui 21st February 2021	<b>We Run The Night</b> Mount Maunganui 13th March 2021	<b>Surf2Firth Bush Marathon</b> Coromandel 20th March 2021	<b>57th Rotorua Marathon</b> Rotorua 8th May 2021
--	---	---	--	---

# Christmas Hours

## Patient Services

Patient services will remain open and running, with no disturbance to our standard operating hours during Christmas and the New Year period - with the exception of some services on public holidays.

## Administration

Waipuna Hospice Administration, including Finance, Human Resources, Operations, Marketing and Fundraising, and our Volunteer department, will be closed from the 24th of December, to the 5th of January.

## Charity Shops

Our Charity Shops will be closed from the 24th of December till the 5th of January. Our Depot will be closed from the 23rd of December, till the 6th of January.

If you have any questions or want specific departmental hours, please call our reception on 07 552 4380. Reception will be staffed as normal during December and January - that is Mon - Fri, 8:00am till 4:00pm.



# Merry Christmas!

Need last minute gift ideas?  
 Waipuna Hospice Merchandise not only makes a lovely gift, but it's a gift that gives back to your community.



## Mandy Williams Gift Cards 4pk

Designed, crafted, and made in NZ by local artist Mandy Williams, these gift cards make a lovely addition to your special gift this festive season.

[waipunahospice.org.nz/shop](http://waipunahospice.org.nz/shop)



Our White Rabbit Tea Towel makes the perfect gift or stocking stuffer this Christmas!

### A time for giving & getting together

Buy an Entertainment Membership to help us raise **MORE** this festive season.

**FUNDRAISING WITH**  
**entertainment.**

T&Cs apply. Ends 11:59pm 31/01/21 AEST.

Get into the holiday spirit and buy an Entertainment Membership to help us raise funds this Christmas! You'll also save on everything you love to do during the holiday season. Memberships are packed with thousands of incredible savings on dining, activities, travel, and shopping. Together we can make a difference.

To order your copy visit [entertainmentbook.co.nz/orderbooks/154310z](http://entertainmentbook.co.nz/orderbooks/154310z)

Keep these easy to donate details handy!

### 4 EASY WAYS TO DONATE

1. Mail the coupon on the right to:  
 Waipuna Hospice  
 PO Box 16299  
 Bethlehem  
 Tauranga 3147
2. Internet Banking  
 Please confirm by email to:  
[supporter@waipunahospice.org.nz](mailto:supporter@waipunahospice.org.nz)
3. Phone 07 552 4380
4. Donate or shop online at:  
[waipunahospice.org.nz](http://waipunahospice.org.nz)

**Waipuna Hospice Inc**  
 03 0435 0469107 02

I would like to make a donation so people in our community facing a terminal illness can receive the care they need.

**Step 1 - My Gift**     \$25     \$50     \$75     \$100     \$ (other)

**Step 2 - Donation Frequency**     One-off     Set-up a regular payment

**Step 3 - Direct Debit**     Please send me a Direct Debit form

**Step 4 - My Payment**     Cheque    Please include the following information:  
 Reference-your full name. Code-newsletter. Particulars-your phone number.

Debit my credit card

Card Number	Expiry Date
Name on Card	Signature

### I would like to purchase the following Waipuna Hospice merchandise (GST included)

Entertainment Membership \$69.99     Mandy Williams Gift Cards \$18

White Rabbit Tea Towel \$18    How many Elves did you find?

### I would like to become a member to receive discounted event tickets and other offers

Individual \$20     Joint \$30     Organisation \$100

**TOTAL** \$

### My Details

Title	First Name	Date of Birth
Address		
Phone	Email	