

## Kindness and love for Jacob

**Jacob Helleur had a real rapport with his hospice community nurse. The trust between them meant he could receive the care he needed.**

Jacob died aged 21 in November. He had experienced a lifetime of illness, including brittle bone disease and juvenile arthritis.

He'd been in hospice care since September 2018. At first, hospice community nurses visited him at home where he lived with his parents. But in April last year, he needed to be admitted to hospice for symptom control, to manage his pain and bedsores.

It took a special person to convince Jacob to move - because he was painfully aware of how likely it was he would break a bone in transit.

That person was his community nurse Kelly Ryan. Jacob's sister Emma says he

*"They took on his care and we could just love him."*

trusted Kelly. "Because he had been in medical care his whole childhood and teenage years, he was used to being told one thing and then told another. But she built a rapport with Jake.

"She didn't just listen. She could actually hear what his fears and anxieties were."

It took a team of four people six hours to move Jacob but it was accomplished without broken bones.

Jacob was bed-ridden in the last two years of his life. He loved gaming, especially playing the multiplayer role-playing game

RuneScape. He also loved Marvel movies and music. Emma says he could be a difficult character. Even so, there was often a lot of laughter around his hospice bed and the staff came to love him. "He wormed his way into their hearts."

Jacob's mother Fiona says she appreciated everything about their hospice care: From the kindness of the receptionist to the way the staff said their goodbyes when Jacob died, and also the continuing contact from the pastor, David Moynan.

"I can't speak highly enough of the care from hospice. It was exemplary, and it extended very much to his family - always a ready hug and support."

Fiona had a special word for Jacob's doctor, Juliet: "She's straight-up and gifted in her work. "We appreciated her ability to communicate what was going on and when it was going to happen. She knew how hard he could be. All the staff were just incredible."

Emma says: "The biggest thing was that for the last few months of his life, we could just be his family. Mum could still be hands-on because she wanted that, but she could actually just be his mum.

"They took on his care and we could just love him."

Fiona says she wants the Nelson Tasman public to know how blessed we are to have this hospice.

"Please help support it."

*Jacob Helleur up the Sky Tower on his 18th birthday*



## Hospice care in a Covid-19 era

**The world has changed . . . and yet in many ways our place in it is still the same.**

Locally, we have succeeded in stopping community transmission of Covid-19 and kept the cases of infection to a minimum. We have also renewed and strengthened our inter-connectedness, as a team of 100,000 people.

Nelson Tasman Hospice staff worked through, continuing our humanitarian and medical service. The Nelson Tasman region has always been a tight-knit community comprised of people who take care of each other. A big thank you to our regular and new donors who stepped up and donated during the lockdown.

Our hospice was conceived and nurtured in our community and now serves over 250 patients across the community, supporting their whānau with nursing and medical care, social workers, counsellors and pastoral care – all at no cost to patients. This is made possible by 55% funding from the NMDHB and 45% financial support from the community.

**This is your hospice. And we need your support now more than ever. As of July 1, we face a \$500,000 deficit in our operational budget due to the economic impacts of the current crisis.**

Those who can, please make a donation. Every donation counts – of any amount. A one-off donation will help us care for patients next week or next month. A recurring donation (easily set up on our website) supports the service ongoingly. If you make a substantial donation in your lifetime (anonymously if you choose) you can see the impact of your generosity. You could also include Nelson Tasman Hospice in your will – to ensure our long-term sustainability.

Hospice is here for you when you need it. Thank you for being there for us. #yourhospice

*Hudson Dodd, Fundraising and Marketing Manager 021 546 252*

Please contact my team:

**Dr Georgia Ciaran PhD**, Philanthropy Coordinator 027 548 1845

**Joanna Davis**, Communications Co-ordinator 021 223 7131

# CEO's message

## What a changed and ever-changing world we live in.

I hope you are well and looking forward to getting back to the "new normal", while our economy takes a slow and painful road to recovery. I know many people have been and will continue to be impacted by changes brought on by Covid-19, and our thoughts are with you all.

We continued to care for patients in need throughout lockdown - albeit with stringent rules around infection control, visitors, and community staff making more phone calls and fewer visits.

Unfortunately, our shops had to close. That, combined with the postponement of fundraising events such as Dancing for a Cause, has resulted in a huge dent in our funding.

Having said all that, we have been very fortunate in a number of areas:

- Nobody at our hospice, or patients on our service contracted COVID-19.
- Our staff performed exceptionally well during difficult and stressful circumstances.
- The Government Wage Subsidy has resulted in all our paid staff, including shop staff, holding on to their jobs.
- Our four shop landlords have provided us with some rent relief, for which we are very thankful.
- Our volunteers (many of whom are in the Covid-19 vulnerable age group) are slowly coming back to help us, in all areas of our service.

As is the case for many other organisations, we have new financial challenges:

- Reduced income from our shops;
- Many events and fundraising takings have been cancelled and/or dried up during lockdown;
- Our Investment Trust has also seen a decline in investment income.

We've embarked on a significant cost-savings initiative, while also looking at ways and means to boost our income to make sure we can balance the books, and continue providing our much-loved service.

Please support all our local businesses, while being kind to others and be thankful that we live in such a safe and beautiful town, region and country.

CEO Frans Dellebeke



# Shops working to make up lost time

**As with all retail businesses, Covid-19 hit the Hospice Shops hard, forcing us to close during Levels 4 and 3. The loss of revenue was significant, but the shops team are a resilient bunch and have rallied in Level 2. Now they're almost back up to full speed.**

Opening in level 2 required quite a change in our processes, including quarantining donations for 72 hours, restricted numbers in store, shorter opening hours, and strict hygiene and physical distancing rules. While working to these new protocols has been challenging, we would like to thank our loyal donors and customers who have been incredibly understanding and supportive.

We are also incredibly grateful to our amazing volunteers who have returned as soon as it was safe to do so. Their support has enabled the shops to get back to their vital business of making money to support the valuable work of Hospice across the Nelson Tasman region.

Right now the focus in the shops is to make up for the lost revenue as best we can. We might not hit our annual sales target now, but we will work hard to get as close as we can.

In order to achieve this, we need donations of quality furniture, bric-a-brac and clothing. Our team is available to pick up larger furniture items - just give the Richmond store a call on (03) 543 7017.



*Nelson Hospice Shops volunteer Cher Robinson has been volunteering for 20 years*

Remember, you can support Hospice by donating to or purchasing from any one of our four Hospice Shops located in Nelson, Richmond, Motueka, and Takaka. Or perhaps you might like to support us by giving your time as a valued shop volunteer. All our shops have volunteer vacancies. Just pop in and ask to speak to the store manager. Not only will you be welcomed with open arms, you will become part of a friendly and fun-loving whānau who are vital in supporting a valued community organisation.

*Ruth Seabright  
Retail operations manager*



**Nicky Reid from GBB (Good B\*tches Baking) brought in these chocolate oat cookies and ginger nut slice for our patients and their whānau. Her team brings something every week and it spreads a little sweetness, care and love among those who need it.**

## Comfort cookies

Nicky has shared her recipe for those who may want to try a no-bake slice:

### Gingernut slice

#### Base

1 packet Gingernut biscuits (250g), crushed  
80g sweetened condensed milk  
80g butter

#### Icing

50g butter  
1 Tbsp golden syrup  
¾ cup icing sugar  
1 Tbsp ground ginger

#### Method

Finely crush Gingernuts in a food processor. Melt together condensed milk and butter. Add crushed biscuits and mix well. Press mixture into a lined baking tin (20cm x 20cm). Chill base in the freezer while you make the icing.

Melt butter and golden syrup then mix together. Sift in icing sugar and ginger then whisk together until smooth. Spread icing over the base and chill in the fridge until set (two plus hours). Take out of the fridge 10 minutes before cutting into pieces.



# Our wishlist

**People often ask us what they can do to help provide for our patients and whānau. This is our current wishlist:**

- Books for our patient/whānau library: various titles \$35 each
- “Feelings” stones and cards for use by social workers: \$81.95 for the set
- Trees for Hospice: few trees remaining, from \$200 golden tree ferns to a \$5000 totara
- Hearing aid headphones for use in SPCU: one set \$300
- Portable alarm mats to alert to patients getting out of bed: two at \$300 each
- Height-adjustable laptop cart for medical use: \$950
- Reclining chair with an electric lifter (similar to a La-Z-Boy): two needed at \$1500 each for loaning to people in their homes
- Chair scales for weighing patients in the SPCU: \$2275
- Specialist Air Mattress, for use in people's own homes: one needed at \$2600. This is a pressure-reducing mattress overlay that cyclically inflates and deflates, to help bed-bound patients
- Chest mannequin for training: \$2,700 for educating staff



- Roho mattresses: three at \$3000, and cushions: two at \$1000 for use in patients' homes. These have variable air-filled cells for pressure relief.

## Our thanks to recent wishlist donors:

- Sioux Line Dance, who fundraised for four bed levers (at \$190 each), among their many donations over the years.
- Fiona Culpin who gave \$6000 for two vital signs monitors and stands (see separate story).
- Lynne Donald donated two portable alarm mats (at \$300 each) in memory of her husband who passed away in 2019.
- Manuka Street Charitable Trust, for their \$10,000 donation for a bathroom hoist.
- Roger Duncan has donated regularly, including \$2000 for a syringe driver (used to administer medications).
- Paula Stringer has given \$1900 for a Canon camera to use for video.

# How can I help?

- Donate the money for one of these items from the wishlist.
- Make a recurring donation. They are a fantastic way to support a person at the end of their life. Your recurring monthly or quarterly donation gives you peace of mind that your support is ongoing and gives us confidence in our budgeting.
- Make a major donation. Please call us if you would like to make a major donation in your lifetime, or make a gift to hospice in your will.
- Sponsor a Day of Care for a patient in our Specialist Palliative Care Unit (SPCU) by giving \$1000. You choose any day of the year for your gift to apply - perhaps the birthday of a loved one, or the anniversary of their passing.
- Donate to – and shop at – one of our four Hospice Shops, where our shoppers can get quality goods at bargain prices. We have shops in Bridge St, Nelson; Richmond, Motueka and Takaka.
- If you would like to volunteer your time to Hospice, please call our Volunteer Programme Manager Krisca Gould on (03) 546 3912.

To learn more, please visit our website [www.nelsonhospice.org.nz/donate](http://www.nelsonhospice.org.nz/donate) or contact Philanthropy Coordinator Georgia Ciaran on (03) 539 0717, 027 548 1845 or [georgia.ciaran@nelsonhospice.org.nz](mailto:georgia.ciaran@nelsonhospice.org.nz)

# Huge thanks to one of our Hospice Angels

**When Richmond woman Fiona Culpin came into a little bit of money recently, she thought about how she could help those in need.**

Fiona saw our wishlist and decided she would donate \$6000 to fund two mobile nurse assessment stands for our inpatient unit.

Fiona says she believes hospice care is a great idea. Her own parents died without good support. “It was something that didn’t exist when I was a young person.”

Fiona was on a waiting list to volunteer at one point in the past, but when a relative died and she came into some money she realised this was a better way for her to support

the work of hospice.

Fiona knows the difference her donation is making to each patient in the unit. And to the nursing staff.

Clinical nurse manager Dominica Cresswell says staff are very grateful for the generous gift. She says the mobile units give nurses the ability to “easily bring the equipment to the patient when we need to monitor their vital signs such as blood pressure, oxygen levels or temperature.”

Fiona has only lived in the Nelson Tasman region for seven years, moving from Scotland to be near family. With generous gifts such as this one, she has certainly become part of our caring community.



*Georgia worked “from home” during lockdown – calling our supporters and volunteers to check their wellbeing. Her location was remote and she needed to work from the tractor cab to get the best phone reception.*

# Welcome Krisca!

Please join me in welcoming Krisca Gould to Hospice. Krisca is taking up the hugely important role of Volunteer Programme Manager, meaning she will be the first point of contact and coordinator of our hundreds (nearly 500) of volunteers. Krisca worked for the American Heart Association in Michigan for 14 years before moving to Richmond 18 months ago with her Kiwi husband and two teenaged sons.

She says she's excited about her new role as volunteering is so personal to the individuals and also rewarding. Krisca says hospice is personal to her too, as her father, who had heart disease, was briefly in hospice care.

She loves that volunteering means really being part of the community.

Here at hospice, we have volunteers who bake, garden, make floral arrangements, help in the inpatient unit, write patient life stories, do admin work, pick up second-hand equipment for sale in our shops . . . The list goes on and on and we need every one of our volunteers to contribute to the holistic wrap-around service that hospice is.

If you would like to donate your time to hospice - or just to send Krisca a message of welcome - you can contact her at krisca.gould@nelsonhospice.org.nz, (03) 546 3913.

*New Volunteer Programme Manager Krisca Gould.*



## Sharon's advice: "Taking care of yourself when grieving"

1. Be gentle with yourself. This is a difficult time, and you didn't create all the problems you face daily.

2. Find a quiet hide-out when you need it.

3. You know that you are willing to give others a helping hand. Let them return the favour. People genuinely want to help.

4. Take a break. A few days away from it all every so often helps to break the seemingly never-ending struggle to face the new reality. You have to come back and face it all again but the break away gives you some time-out to re-set.

5. Even when you feel helpless, don't give up hope.

6. Sometimes you need to say no. You can be stressed trying to suit the wishes or expectations of others, so that you don't "hurt feelings" or "let them down".

7. Leave "I should" out of your thinking. You'll do what you can, as you're able to, at your own pace.

8. Concentrate on nurturing yourself, doing all that is helpful to heal. Stay away from unhelpful suggestions and advice-giving. Seek the tried-and-true experiences and people you trust, where you feel accepted and comfortable.

9. When people ask "How are you?" it can sometimes be difficult to answer. Here are some ideas:

"It's not easy; Some days are better than others."

"I'm just taking it one day at a time."

"It's hard but my family (neighbours/friends) are my support."

If someone says: "I'm sorry to hear about . . ." and answer can be: "I'm sorry too; We had a wonderful marriage" or "Thank you; We had many years together."

*\* From Sharon Beuke, our bereavement counsellor*



Jacob Helleur

Yes! I would like to support a patient like Jacob to "live every moment" of the time he has left.

Please rush my donation of: ☐ \$10 ☐ \$20 ☐ \$30 ☐ \$50 ☐ \$100 ☐ \$. . . . . ☐ Please make my donation a regular monthly payment.

I am paying by: ☐ Cheque (Please make payable to Nelson Tasman Region Hospice Trust) ☐ Mastercard ☐ Visa

Credit card No:                 Expires: . . . / . . . / . . .

Name: . . . . . Address: . . . . .

Phone: . . . . . Email address: . . . . .

Post completed form with donation to: Nelson Tasman Region Hospice Trust, PO Box 283, Nelson 7040.

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