



## Dove Hospice: Our Compassionate Community

Welcome to the Winter Edition of the Dove Hospice Community Newsletter

Dove Hospice shops play an important role in the community. Here we talk to Linda, the manager of the Dove Hospice shop in St Heliers.

What is your connection to Dove Hospice?

“I started as a volunteer at Dove Shop, St Heliers, eight years ago. My father had been lovingly cared for at St Andrews for the previous six years. Whilst spending time at St Andrews with my father, I became aware of Dove House and the great work they did. So with time on my hands I decided to volunteer for Dove Hospice. After volunteering there for a while, I was asked to be the Relief Manager, then Assistant Manager and then finally the Manager, a position I have enjoyed now for two years.”

Dove Hospice relies on the help of volunteers. How do you find working with the team in St Heliers?

“I love working with our volunteers! The Dove Shop is staffed by a fantastic team, many of whom have been with the shop since it opened. Most get together socially for drinks, dinners, movies and even holidays. I feel very fortunate to be able to work alongside such great individuals, generously giving their time.”

Volunteers at the St Heliers shop



Linda, Manager of the St Heliers shop

### “We make a great team!”

How do you feel the St Heliers' community connects with the Hospice?

“St Heliers is a great community where many of the residents have lived the majority of their lives. I am typical in that I have lived here since I was 16. Everyone knows everyone through school, church, sport, library, St Andrews and Dove Hospice. It makes St Heliers a friendly place in which to live, work and shop. We find that our customers are also our donors, bringing donated items which we sell in the shop to raise funds for Hospice. I have been privileged to hear their stories and, sometimes, share their tears. There is strong compassionate support for the Hospice from the community as most people have a connection to the service through a relative or friend. Our community is very complimentary about the services provided at Dove House, and truly supportive of the Dove Hospice Shop, where monies are raised to support that work.”

We asked Graham Fabian, our current Chairman of the Board: why did you choose to be a part of the Dove Hospice community?

“I joined Dove Hospice three years ago after an invitation to contribute as a trustee. I was a little unsure of the contribution I could make, not really having a complete understanding of Dove's services to the community. My only appreciation of Hospice was the final days of my father's life spent in their care. More recently a colleague of mine advised me of his diagnosis and subsequent operation on his prostate. His biggest challenge was dealing with the mental anguish of living with the life-threatening illness. Dove Hospice is different in that they support patients with life-threatening illnesses from the moment of diagnosis, supporting them mentally, spiritually and physically throughout their journey. They also help families and carers. I enjoy being involved in this dynamic organization with people whose hearts and minds are genuinely engaged to support and help individuals cope with life threatening illnesses. It truly is a unique service to the community.”



## Karen Walker X Dove Hospice

We are incredibly proud of our latest community collaboration:

**Karen Walker X Dove Hospice.**

In June, Karen Walker hosted a mini pop-up in her Newmarket store, offering an edited selection of vintage hand knits to fundraise for Dove Hospice. Karen Walker has always had a heartfelt personal connection to Dove Hospice. In 2016, after the death of her mother, she had taken bags of clothes to the Remuera Dove Hospice Shop for donation. "The staff were great, and there was such respect for the process of giving up these clothes and for the life stories that my mother's wardrobe held," Karen says. She had been so touched by the care and gratitude taken with her mother's precious pieces, she wanted to help raise awareness of the charity.

The Dove Hospice mini pop-up at Playpark put focus on the incredible pre-loved gems that can be found at Dove Hospice stores and all the money raised from sales went to Dove Hospice. Julie McCarthy, Dove's Executive Director said, "we appreciate that the Playpark pop-up raises not only the profile of our six stores throughout Auckland and our Trade Me store, but more importantly it raises awareness of Dove House services. This collaboration is a leading example to other businesses of the role they can play in growing a compassionate community through creative partnerships."

Within a few hours, all jumpers were sold and the event was a resounding success. Karen personally thanked the Dove Hospice staff and volunteers who had been working behind the scenes, hunting out garments that matched her mood boards and the lengths all have gone to make the event happen. Watch this space for future pop-ups with Karen Walker!



## Wish List

Currently on our Wish List: A5/4/3 copier paper and plunger coffee for Dove House. Are you a landscape gardener and wish to donate your time? We have a great project we need help with! Call 09 575 4555

## This is the place!

**"My name is David Pritchard. I am a volunteer at the Dove Hospice Shop on Apirana Avenue in Glen Innes and my main duty is to receive donations from the public.**

I started volunteering for Dove Hospice over 2 years ago after seeing a sign on the shop front door. I had time to spare so I went inside and filled out a form. They gave me a nice cup of tea and biscuits - I thought to myself, "this is the place for me". I was initially placed at the Distribution Centre in Stonefields. I worked there every day for 4 hours, and again, it made me think, "this is definitely the place for me". The team were great.

At the Apirana garage, I sort donations into categories. I love that donated products have a story and the people donating always tell me about where the item came from and what it was used for. I will never forget the time two naked mannequins were donated, it was a cold day, so I felt I should dress them! I often wonder where those mannequins ended up.

I'd like to encourage all our current volunteers to enjoy the work they do, like I enjoy my work. I want them to keep asking their friends to volunteer as we are always in need, and we are a great team to join. Why do I volunteer? I know I have contributed to the community and at the end of my day I can then relax and have a beverage or two."

**Would you like to volunteer for Dove Hospice? Call: 0282 580 3000**



# About Dove Hospice

You'll find Dove Hospice special: it is a "present-day" hospice

Traditionally, Hospice cares for people at the end of life. Dove Hospice is different: supporting people who have a terminal prognosis and also those who expect a full recovery. We also 'bridge the gap' that exists between diagnosis and end of life, or between diagnosis, treatment and wellness. We call this service "The Dove Model of Care".

Come in and see the Model of Care in action for yourself, you will find the approach is warm and inviting yet we are responsive and flexible.

Services include an expansive day programme with a holistic focus on health and well-being within Dove House and a 3 bed 24hr care unit with a palliative care focus at Dove Wing. Our multi-disciplined skilled team offers a number of services to patients, families, carers and the bereaved, such as nursing and medical advice, counselling and complementary therapies.

Patients receive support that promotes emotional and spiritual well-being. Therapies are designed to support and enhance conventional treatments that may already be in place, and the vision is to enable and empower patients, families and carers.

Dove Hospice is an independent charitable trust, established as Eastern Bays Hospice (EBH) in 1992. We are a registered charity and registered with the Charities Commission. The Hospice is overseen by a Board of Trustees who provide governance for Dove Hospice on behalf of the community, providing expertise, guidance and wisdom on a voluntary basis.

We take great pride in the fact that all Dove Hospice services are solely supported by our local community. Funds are raised through our retail shops and through grants, fundraising, gifts and bequests. Our supporters invest in Dove Hospice by donating products, funds or by volunteering.

To find out more visit: [www.dovehospice.org.nz](http://www.dovehospice.org.nz)

## My Cancer Journey—a patient's story

"During 2015 I was not feeling my usual self, had lost weight and experienced intermittent abdominal pain.

I saw the GP who prescribed antibiotics for infection and then eventually sent me for an ultrasound scan. What a shock I got when I saw on the ultrasound screen a large pelvic mass and enlarged lymph nodes. At first I was stunned and then the shock sunk in. The GP sent me to Auckland Hospital where I had another ultrasound CT MRI scans and after 2 colonoscopies I was told it was bowel cancer. I was operated on and the surgeons removed the mass and lymph nodes - during this time I was lucky to have good support from my family.

Later, I was advised to see the oncologist and this time liver metastases were seen in the scan, so I had a liver resection. I started chemo but it gave me severe nausea and diarrhoea. The Cancer Society visited me and suggested that I should go to Dove House. I was reluctant at first as I thought Hospice was where you went to die but after speaking to Bridget, one of the Clinical Managers, I wanted to have a look.

Dove House was amazing! They welcome you and make you feel like a normal person - this was so different from the other busy clinics where you feel you don't belong. After a talk with Bridget I met one of the therapists who was very kind and made me feel special. While I was on chemotherapy my younger sister passed away with breast cancer, which prompted me to have a breast check. This time I was not so shocked when told that I had breast cancer too. As I was on chemo I had a partial mastectomy. Then my port-a-cath had to be removed so I could have radiotherapy. Going to Dove House during this time was like going to a safe place.

Apart from my regular therapy treatments which I love (especially reflexology and oncology massages) I have also attended the Mindful Wellbeing course, had advice from a dietician, and enjoyed one of their support groups. All of these have changed my whole outlook on life. I hope I have become more tolerant to difficult situations and have learnt breathing techniques which makes pain bearable.

**"They make you feel like a person not a patient"**

Dove House fills the gap successfully between appointments, operations, and treatments. The staff show empathy and make you feel like a person not a patient. I am so grateful for the care I have received

**If you wish to self-refer to Dove House Services, please call 09 575 4555**



## Counselling Services at Dove House

People using services at Dove House are here because they are facing significant challenges or are supporting others facing these challenges. They may be bereaved and seek support for their new situation.

Counselling and psychotherapy is a part of the holistic model of care offered at Dove House. Our Counselling Service is staffed by a group of psychotherapists who are committed to supporting all of our service users. Psychotherapy and counselling provides a safe place to share the emotional impact of living with a life threatening illness and the fear of dying, for both the patient and the people they love. It can be a place to explore the meaning of life and to talk about death. Dove House is a place where you are accepted without judgement.

Dove House also offers a range of group activities using various therapeutic processes: music, art, movement, and mindfulness. Group support is offered covering specific subjects, such as the Carer's Group; Men's Evening, Young People's Group, bereavement support groups and wellness groups.

LET'S

TALK

### Visit our Celebration Wall or take your own Dove home

Come to Dove House and visit our Celebration Wall, which celebrates love, life and being of service. Tiles can be sponsored in memoriam, in celebration of a special relationship, or in your family name. Ask about our Ceramic Doves, crafted by Bob Steiner especially for the Dove Hospice 25th Anniversary, which are available to take home for \$35. They're the perfect gift or treat yourself to one for your own home.

Find Dove House at 207a Riddell Road, Glendowie, Auckland



### Highlight on: Mind, Body, Breath

Every week at Dove House patients and their carers have the option of attending a Mind Body Breath class.

The sessions are comprised of gentle, focused movement, breathing practices, relaxation techniques and discussion. The facilitator, Lekshe Chodron says "patients discover the bliss of being in the present moment through breath awareness, simple movement and relaxation techniques which encourages their mind-body-breath connection. I've had feedback from patients saying they have noticed sharpened mental focus, a reduction in stress, and an increased ability to relax".

One of the Mind Body Breath participants gave the following feedback: "I am a patient at Dove House. I am very blessed to have the opportunity to attend Mind Body Breath. The class is so beneficial. It has taught me how to become more peaceful and relaxed, so I really look forward to the weekly sessions. The facilitator, Lekshe, has taught me how to handle stressful situations - so that now I can recognise what is happening, take a moment and "breathe" the stress away.

**"I always leave feeling relaxed and calm"**

I've also heard that there have been people attending who were facing surgery, facing possible bad news or arrive at the class in pain- they said they found the Mind Body Breath class helpful and leave feeling very relaxed."



# A Carer's Story

“Our life changed last year. We embarked on the road of supporting our daughter through her journey with incurable cancer.

It is a road we travel willingly and has parallels to when we became new parents because we are here, but we don't know fully what the journey is ahead nor how it will go. I remember that feeling when the children arrived, only for this journey the elation is replaced with intrepidation. Back then we had Plunket supporting us, now we have Dove House.

Our daughter was referred to Dove House via the Cancer Society and she has found great solace in their services and their environment. Everyone is so very welcoming as soon as you walk through the door. As a carer, I use the Dove House Counselling Services. I have found value in my monthly visit to talk through my inner thoughts in a safe environment. And I get to direct the sessions so there is laughter as well! Sometimes well-meaning friends will listen but follow with advice, Dove House counsellors listen – that is an important difference for me.

The Dove House therapists are wonderful and leave me feeling relaxed with aromatherapy massage or reiki therapy for example – this is truly an integral part of the Dove House holistic service. Wellbeing is also about looking after yourself so I have also attended a four week course targeted directly at carers. I finished it with more knowledge, a folder full of information to refer to as the journey progresses and met heart-felt kindred spirits. I like seeing the promotions for supporting men with cancer and male supporters as well.”

“Dove House is there for everyone”



"We are a present-day hospice"

The University of Auckland, Nutrition and Dietetic Student led Clinic at Dove House offers evidence based nutrition advice to clients wanting to improve their health and well-being.



**THE UNIVERSITY  
OF AUCKLAND**

**CLINICS**

Masters students in their final year lead the fortnightly clinic in pairs, under the supervision of a New Zealand Registered Dietitian. This Dove House Clinic provides students with a safe and supported learning environment to apply their clinical skills and develop professional competency for their transition from student to Healthcare Professional.

Life threatening illness can make clients think about the foods they are eating and how food makes them feel, so students work with clients to ensure nutritional adequacy and balance, whilst considering all aspects of their care and food preferences. Dove House patients have reported feeling empowered to improve their nutritional intake with the support and guidance of the Dietetic students.

