

MARY
POTTER
HOSPICE

making the most of life



MAKING
THE MOST OF THE
HOSPICE



*“Welcome!
What a glad word!
What joy it gives to
all hearts.”*

– Mary Potter

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Welcome

from the staff and volunteers of Mary Potter Hospice



The Board of Trustees, Management, Staff and Volunteers of Mary Potter Hospice welcome you. Please feel free to ask for anything you need. If you have any concerns, make these known to us. Our aim is to ensure that you receive the care that you want.

About the Hospice

We are here to provide the highest quality specialist palliative care service we can to people living with a terminal illness and to give their families any support they may need.

The care we provide acknowledges the uniqueness of each person and we strive to work in partnership to meet patient and family needs according to their cultural and spiritual upbringing.

The Hospice has an 18-bed Inpatient Unit in Wellington, and Community Palliative Care bases in Wellington, Paraparaumu and Porirua. We also provide care and support to people and their families in their own homes.

On a day-to-day basis, the Hospice will work closely with you, your General Practitioner (GP) and other health professionals to provide your care and support. Along with our inpatient and community care, the Hospice provides Occupational Therapy, Social Work and Counselling and Spiritual Care services.



The Hospice also employs Education, Quality Improvement, Administration, Fundraising and Research staff, and relies on the assistance of many Volunteers who donate their time and energy to assist in many aspects of Hospice services.

The Cost of Care

Our services are free to all patients and their families/whanau and friends. Over half of our funding is raised with the help and generosity of our community which makes donations, bequests, and grants to ensure our specialist care remains free. You can read more about fundraising activities for the Hospice on the back page of this brochure.

Our History

Mary Potter founded the Little Company of Mary over 150 years ago as a group of Sisters with a mission to care for the terminally ill. Mary Potter Hospice – the first hospice in New Zealand – was officially opened in Wellington in 1979 at Calvary Hospital by the Little Company of Mary. In 1988, the Little Company of Mary gifted the Hospice to the people of Wellington. Today it is governed by an independent, non-sectarian charitable trust – The Mary Potter Hospice Foundation.

Our Values

Mary Potter Hospice affirms life and recognises dying as a normal process.

- Our care neither hastens nor postpones death
- Our care provides relief from pain and other distressing symptoms
- We appreciate the uniqueness of every individual and family within our care and their right to be treated with dignity, respect and understanding of their cultural needs
- We strive to provide care which meets the physical, psychological, spiritual, cultural and social needs of patients and their families
- We value our multi-disciplinary team and provide opportunities for self development, staff support and education
- We utilise the skills, experience and knowledge of our team to provide the highest possible standard of patient-focused care



Making the Most of the Hospice

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Referrals

Mary Potter Hospice offers care for anyone diagnosed with a life-limiting illness. Although about 80% of patients referred to the Hospice have cancer, we provide care and support for people and their families facing such illnesses as motor-neurone disease, heart or other organ failure, and other life-limiting illnesses.

Referral to any part of the Hospice programme first requires a patient's consent. Referral can then be made by a GP, specialist medical practitioner or other health professionals.

Letters of referral and telephone enquiries are welcome at any stage.

Our Services

Our Community Programme

All people living in the Wellington area (Eastern, Central, Western and Northern Suburbs), Porirua Basin and Kapiti Coast have access to the Mary Potter Hospice Community Programme, which provides care and support to people at home.

Referral to the Community Programme

Referrals are ideally made early in your plan of care so that we can get to know both you and your family, and work in partnership with you and other healthcare professionals. Early referrals help us provide supportive care for you at home and often avoids the need for admissions to hospital or the Inpatient Unit.

The Community Programme provides:

- Assessment of your and your family's needs
- Support for symptom management and respite care
- Liaison with your GP and other healthcare professionals and co-ordination of the care required
- Day Unit Programmes – both at Kapiti and Newtown
- Access to the Biography Service.

Community Team

You will meet a number of Hospice staff who will visit you at home, and who will work closely in partnership with your family as well as your GP, District Nurses, and other healthcare professionals. We can help you access other services depending on your care requirements.

The team is made up of:

Palliative Care Co-ordinators – who are Nurses with specialist training and experience in Palliative Care. They are able to discuss your illness, treatment options and likely progress of the disease and how this will affect your life with you and your family. They play a key role in supporting you at home by reviewing your symptoms and homecare regularly and linking you to other support services, e.g. District Nurses.

Community Volunteers – who provide many services such as respite care, companionship, transport to the Day Unit, and the Biography Service.

Occupational Therapists – who are available to assist you in living with issues such as pain management, decreased energy and breathlessness. They are also available to visit and set up a creative programme with you at home, or facilitate attendance at the Day Unit (see next page).

Counsellors – who are available to enable you and your family to talk about your thoughts and feelings in a safe environment. Counselling provides an opportunity to explore issues with a trained professional who will support you and help you clarify your choices. Counselling might include concerns about children, relationships, physical and emotional changes, self-esteem, grief and loss, isolation and loneliness, fear of the future or anything else that is a struggle.

Social Workers – who are available to help you and your family make plans, access services and resources and provide advice and support during the different stages of your illness and end of life care.

Consultants – who are Specialist Doctors in Palliative Medicine who, in addition to the day-to-day medical care provided by your GP, may visit you if there is a need for help with difficult symptom management. Your Palliative Care Co-ordinator will arrange this if necessary and will liaise with you and your GP.

Attending the Day Unit Programme



You may feel it would be helpful for you to attend the Day Unit in either Wellington or at Kapiti. Please feel free to talk to the Occupational Therapist or your Palliative Care Co-ordinator to find out more or to arrange this. Transport and a midday meal are provided, as well as the opportunity to meet some interesting people, participate in a programme of activities and have some time away from home.

Code of Rights and Responsibilities

All patients and families receiving Mary Potter Hospice Palliative Care Services have a right to be notified of their rights and responsibilities before Hospice/Palliative Care begins. All patients and families have the right to exercise those rights, and all decisions and choices they make will guide their Hospice care.

You have the following rights:

1. Respect

- To receive care from the Hospice's services regardless of ethnicity, religion, gender or sexual identification;
- To be treated in a considerate, respectful manner with recognition of your personal dignity and respect of personal property.
- To be treated without discrimination, coercion, harassment or exploitation.

2. Fair Treatment

- To privacy with the understanding that discussion, consultation, examination and treatment are confidential to Mary Potter Hospice staff and to those other healthcare professional involved in your care, e.g. your GP, your District Nurses, or hospital staff.

3. Proper Standards

- To care that meets professional standards by staff who are properly trained and competent to perform their duties;
- To be treated with skill and care in a way that reflects your needs within the resources available at Mary Potter Hospice;
- To have appropriate arrangements made with other healthcare providers for your ongoing support and follow-up care;
- To proper identification by name and professional status of individuals providing care. You have the right to know the existence of any professional relationship among people who are treating you, as well as the relationship to any other healthcare or educational institution involved in your care.

4. Communication

- To be listened to, understand and receive information in whatever way you need. When it is necessary and practicable, an interpreter should be available;
- To be informed of the state of your health and/or explanation of your condition;
- To receive appropriate instruction and education for your care;
- To receive information on the Hospice's policies and procedures;
- To consult with other specialists at your request and expense;
- To have your personal information held in confidence, in accordance with the Health Information Privacy Code (1994). Information may be shared with the wider care team (e.g. GPs or District Nurses) and can be used for monitoring and providing ongoing palliative care for you. Sometimes this information is used for training of health professionals or health research, in a manner which does not reveal your identity, and for administration purposes of Mary Potter Hospice;
- To see your personal information – please ask to speak to the Chief Executive, telephone 04 389 5017. In certain circumstances, you may correct personal information held by Mary Potter Hospice unless it is supplied in confidence by another person or Mary Potter Hospice is otherwise authorised in law to withhold it;
- To withhold any information from Mary Potter Hospice (however, withholding information may jeopardise the ability of the Hospice to provide adequate palliative care and treatment). Please note, if you are unable to provide any information, the Hospice may seek information about you from family, friends, relatives and other persons whom the Hospice believes may be able to assist.

5. Informed Consent

- To be informed of your medical condition and proposed treatment and to all information in your medical records;
- To make an informed choice about treatment and care options (the benefits, side effects, complications and/or risks) and to give consent prior to any procedure or service, treatment or assessment occurring;
- To be informed of the results of tests and procedures;
- To participate in the planning and in changes in the plan of your care, and to informed participation in all decisions involving your care;
- To withhold or withdraw consent should you choose. If you decline to undergo treatment/assessment it is understood that you will take responsibility for your decision and its consequences;
- To refuse services to the extent permitted by New Zealand law;
- To leave the Hospice against the Doctor's advice and to be informed of the risks involved in this action; Please note if you are unable to make an informed choice and give informed consent (e.g. if you are unconscious) health professionals will ask a person entitled to consent on your behalf or act with your best interests in mind.

6. Support

- To have your own support person or people with you and present during discussions about your treatment or condition as long as it is safe and other people's rights are not unreasonably affected.

7. Teaching and Research

- Mary Potter Hospice is a teaching and research facility. As a patient you may be invited to assist with surveys and/or with the teaching of medical and nursing students by consenting to be involved. You are free to decline or withdraw your consent at any time without prejudice to your care.

Students

- Throughout the year students in health-related disciplines visit and work in the Inpatient Unit under the supervision of our staff. If a student is assisting in your care, your permission will be asked.

Research

- From time to time, health professionals undertake research at the Hospice. Your full co-operation and understanding will be sought before any involvement in research projects.

Surveys

- As part of the Hospice Quality Improvement programme, you or your family or friends may be asked for consent to be interviewed whilst at the Inpatient Unit or at your home. A postal survey may be sent to you. These anonymous interviews are designed to make sure the Hospice meets the needs of our patients. We value your comments, however you are under no obligation to participate.

Comments or Complaints

- To make a complaint, either verbally or in writing, about any aspect of your care and to have any complaint investigated fairly, thoroughly and speedily according to the Mary Potter Hospice Complaints Policy;
- To be informed of the progress and (where appropriate) the results of the investigations of your complaint;
- To make comments or suggestions on any aspect of our services; Mary Potter Hospice assures you that such communication from you will in no way prejudice your care. You are entitled to be assisted by the Clinical Manager or Chief Executive Officer in

making any complaint or comment. You can do this through discussion with your Palliative Care Coordinator, or by contacting the Chief Executive Officer, phone 04 389 5017 or at PO Box 7442, Wellington South 6242. If you are dissatisfied with the outcome of the investigated complaint, you may consult a Health and Disability Commissioner Advocate, phone 0800 11 22 33 or make a complaint to the Health and Disability Commissioner, PO Box 12299, Thorndon, Wellington 6144.

What we ask of you, your family, whanau and friends

- To respect the safety of all Mary Potter Hospice staff involved in your care while they are in your home;
- To provide to the best of your knowledge, information that is accurate and complete with regard to past illness, present complaints and all other healthcare related problems;
- To consider other patients at Mary Potter Hospice with particular regard to safety measures e.g. observing the No Smoking areas, limiting noise and the number of visitors;
- To inform staff if you no longer require or wish to continue palliative care treatment or services.

Questions

We consider it very important that you and your family know what you feel you need to know, whether it be in aspects of your condition and care, or things about Mary Potter Hospice. Please feel free to ask any questions you have.

Admission to the Inpatient Unit

Our 18-bed Inpatient Unit in Newtown admits patients for symptom control, reassessment of individual care plans, terminal care, and respite care in order to give carers a rest.

This facility has been designed to provide a safe, supportive, home-like environment for patients and their families including lounge areas, a family flat and visitors' kitchenette.

Patients may come and go from the Inpatient Unit several times during their illness – we help people return home whenever possible.

Reasons for admission

People stay at the Hospice Inpatient Unit after being referred by a Doctor or health professional, either for symptom management, respite care (allowing caregivers a rest), or for care in their last days.

Pre-admission visit

A visit can be arranged to tour the Inpatient Unit with your family and friends, and to discuss any needs or concerns with our staff. Ask your Palliative Care Co-ordinator or the Inpatient Unit Nurse Manager to make an appointment if you would like to take up this offer.

Admission

Admission is usually arranged through your General Practitioner, Hospital Consultant, Palliative Care Co-ordinator, or District Nurses. When you are admitted, you will be shown through the Inpatient Unit if you haven't visited before. A Nurse and Doctor will see you and identify your care needs as well as reviewing your medications and treatments. We will work in partnership with you, your family and caregivers to identify your needs. Please let us know of any concerns, special needs or cultural requirements.

Consent for care

On admission to the Mary Potter Hospice we ask you to sign a consent form that gives your permission for you to be cared for. This consent implies that you have been provided with enough relevant information to enable you to make a reasoned decision and that you understand the information. This consent also covers your admission to the Inpatient Unit.

Medication

We need to know what medication you are taking when you are admitted to the Inpatient Unit. Please give your medications and card to the Nurse who admits you. The Doctor will also take note of the medications you are taking and then prescribe for your needs. We will also need to know if you have a High User, Community Services, Prescription Exemption Card, or Health Insurance.

When you go home a new prescription will be written for your current medication. Your Doctor will discuss your medication with you prior to discharge. Please ask any questions you have so you feel confident taking your medication.

Complementary therapies

We recommend that if you are consulting a Complementary Therapist such as an Osteopath, Aromatherapist, Alternative Therapist, or using another form of treatment, you discuss this with the staff planning your care.

Clothing and personal items

You are welcome to wear either day or nightwear at the Inpatient Unit – whatever is most comfortable. You will have a bedside locker and wardrobe available, so suitcases are best sent home. Please provide your own clothing, dressing gown, slippers and personal effects such as brush or comb, toothbrush, toothpaste, shampoo, soap and razor. You are invited to bring in favourite items to make you feel at home, like photos, plants, pictures, or your own pillow, duvet or sheets.

Valuables

We recommend you do not keep large sums of money or jewellery in your locker or with you in the Hospice. If you would like to lock your valuables away, your Nurse will complete a Valuables Form with you and ensure the valuables are locked away securely. *We are as careful as possible but Mary Potter Hospice cannot be held liable for missing or lost valuables.*

Parking

There are two parking areas – in front of the building at the Mein Street entrance and at the back of the building at the Owen Street entrance. You can drive around the Hospice from either side – please note it is two-way traffic. Please do not leave valuables in your car, and make sure it is locked. We cannot take responsibility for damage to your vehicle or loss of property from it. Please see Reception for a parking voucher.

If you are having difficulty with walking, or need accessible parking, there are drop off/accessible car parks at the South Entrance at the top of the drive. Please seek assistance from staff if you are having difficulty with parking. There is a doorbell to the left of the South Entrance doors if you need assistance between 5.30pm – 7.00am, because these doors are electronically locked during these times.



Inpatient Unit Services

How to identify staff

All our staff wear casual clothes and they also wear a name badge to show who they are and what their role is. Volunteers also wear name badges.

Nurses

Nurses are available 24-hours. Your Nurse will discuss with you a plan for your stay in the Inpatient Unit. Our Nurses will liaise closely with you and your family and friends. The Inpatient Unit Nurse Manager is also available Monday to Friday.

Health Care Assistants

HCA's work within the Nursing team to assist you with activities of daily living.

Doctors

There are several Doctors, including Specialist Consultants in Palliative Medicine. They provide 24-hour medical care for the Hospice. One of the Consultants, accompanied by Hospice Doctors and Nurses, conducts a weekly ward round. You will have the choice of being seen by the team, or on an individual one-on-one basis.

Consultations with other Medical Specialists are made when needed. Your GP may also visit you at any time and talk over any concerns with Hospice staff.

Counselling and Social Work

Social Workers and Counsellors are available to take you through any social and emotional issues you and your family and friends may have while you are here, and also after you go home.

Spiritual Care

Spiritual Care is offered to all patients and families. This care is inclusive of all faiths and philosophies. A Spiritual Carer will visit you and can arrange for your own Minister or a Chaplain of your denomination to visit.

Physiotherapy

A Physiotherapist is available in the Inpatient Unit daily to assess your mobility needs and provide assistance.

Occupational Therapy

The Occupational Therapists work with inpatients and outpatients, and also run the Day Unit programme.

Relaxation

Appropriate relaxation techniques can be taught which can be helpful in managing pain and breathlessness. An individual relaxation session can be arranged at your bedside or in another quieter setting. Please talk to the Occupational Therapist or your Nurse to arrange a session.

Creative Therapy

It may be possible to participate in creative activities you have enjoyed in the past or to explore new activities with the support of the Occupational Therapist. Involvement in such activities can enhance your quality of life, allow you to have some fun and enable you to create a lasting treasure.

Day Unit Programme

The Day Unit is at the south end of the building, past the South Entrance foyer. During your stay in the Inpatient Unit you are welcome to come along to the Day Unit on a Tuesday, Thursday and Friday. We offer a programme of activities which people living at home come in and enjoy. Many people like the opportunity for a change of scene and some company.

Volunteers

We have over 1000 Volunteers involved in all aspects of Hospice work. In the Inpatient Unit their roles include serving meals and refreshments, assisting with driving, arranging flowers, helping with administration and writing biographies. Other Volunteers work in the community with patients or in one of the five Mary Potter Hospice Shops. Hundreds more are involved in fundraising events. Volunteers are happy to sit with you or to be of practical help with reading or writing letters. A Volunteer will bring you your meals each day.

Massage

Gentle bedside massage is available for patients in the Inpatient Unit. Our Massage Therapist works in consultation with the medical and clinical team to provide appropriate massage care for individual patients. Please talk to your Nurse if you have any questions or would like to arrange a massage.

Biography Service

This service is available to all patients. Life stories are told to trained volunteers and presented to patients and/or families in written and bound form.

Additional Information

Meals

A daily choice of meals is available from a menu. Meal times are approximately:

Breakfast	8.15am
Morning tea	10.15am
Drinks	11.15am
Lunch	Midday
Afternoon tea	2.15pm
Dinner	5.30pm
Supper	7.00pm

If the menu selection does not meet your needs, please discuss other choices with the Hospitality Assistant. You may want to bring any nutritional supplements you are taking from home. Favourite dishes can be brought in from home and heated in the microwave in the kitchenette. You may also use the stove in the Day Unit to cook a favourite dish. Ask an Occupational Therapist or Nurse if you wish to take up this offer.

The Cafeteria closes at 7.00pm, so if you are out at mealtime, please ask for your meal to be kept for you. Meals can be provided to visitors for a small charge.

Alcohol

Volunteers bring around the drinks trolley (alcohol and soft drinks) for you to enjoy a drink before lunch and at other times on request. It is unlikely that medications you are taking will prohibit you from having a drink. Your Doctor can advise you.

Laundry

Your own caregivers should attend to your laundry. If you need assistance with laundry that family or friends are unable to do, we can arrange this service. Please label all clothing before coming into the Inpatient Unit. We are as careful as possible, but cannot take responsibility for items that may be lost.

Library

There is a small reference library situated beyond Room 10 at the north end of the building. You and your family and visitors are welcome to read the books and view videos in the library. We ask that these are not taken away. If you have any specific requests, please contact the Education Director by leaving a message at reception. There are also books and magazines available in the Family Lounge.

Chapel

The Chapel is located opposite the South Entrance. It is a quiet space available for you and your family and friends for meditation and reflection. Your Nurse can let you know any details of regular religious services. It may be possible to have your own Minister, or a Chaplain of your denomination conduct a service in the Chapel. Please ask your Nurse or Spiritual Carer.

Family Lounge

The Family Lounge is a space for you, your family and friends. There is a kitchenette where Volunteers prepare morning and afternoon teas. You are very welcome to use this kitchenette, which has a microwave, toaster and tea and coffee making facilities. There is also a fridge, so you can store food items of your own – please label these with name and date before putting them in the fridge.

Privacy and quiet space

We are aware that having enough quiet or private space can be difficult in a big building. Please let your Nurse know if you want to find a quiet space.

Mail

Incoming mail is delivered mid-morning. If you have mail to be posted, please give it, stamped, to a staff member.

Email and Internet access

Wireless laptops are available for use with free Internet access.

Music

There are several stereos and a wide selection of music available for your use. Headphones can also be provided.

Newspapers

Several copies of the daily paper are provided for the use of all patients. Please ask for one at Reception or from your Nurse.

Smoking

The Hospice is a smoke-free environment, except for the courtyard next to the South Entrance, and the Patients Only Smoking Room opposite Room 9.

Telephone

A telephone is provided beside your bed. Dial 1 for an outside line for free local calls. Toll calls should be made collect where possible – if you are not able to make a collect call, dial 0 to ask our Receptionist to place a “price required” call. Please pay for any toll calls at Reception.

If you or your visitors require privacy, there is a quiet phone-room in the South Entrance foyer. Dial 1 for an outside line.

TV, VCR and DVD

All beds have an individual LCD screen providing all standard TV channels. The Hospice also has basic SKY (news, sports and movies); however as only one SKY channel is displayed to all rooms,

if you want to watch a specific SKY channel, please ask your Nurse. There is a portable TV/VCR/DVD player available and we have a selection of videos and DVDs. The TV in the Family Lounge has basic SKY, as well as a VCR/DVD player.

Involvement of Family, Whanau and Friends

Children

Children are welcome to visit with their family. There is a children's play area in the Family Lounge. Extra toys and electronic games are available at Reception. While we recognise it isn't easy, we ask that noise levels be appropriate for a place where there are very sick people.

Family Gatherings

The Family Lounge is available for patients and family members to cook their favourite foods, or to have a special gathering. Other space in the Unit may be available if it is not being used for organised activity. Please talk to your Nurse about what can be arranged.

Involvement in your care

We welcome your family and friends to be involved in your care if that is what you want. This may include helping you to bathe or dress, giving you a massage, or to reflect and pray – anything that aids your comfort and wellbeing. Staff are happy to facilitate this.

Outings

You may want to visit your home, friends, go to the park, go out for a meal or enjoy some outing while staying at the Inpatient Unit. We encourage you to do this and can assist your family and friends to organise this. Occasionally outings are arranged by Occupational Therapy staff – please talk to them or your Nurse if you would like to participate in these.

Pets

Pets are allowed to visit you at the Inpatient Unit, providing they are supervised by you or your visitors. We would appreciate your understanding that pets be clean, "house-trained" and well-behaved.

Visiting

Your family is welcome to visit at any time 24-hours a day; however between 5.30pm – 7.00am, the South Entrance and Back Entrance doors are electronically locked. Visitors are asked to use the Main Entrance steps half-way up the drive, on the Mein Street side. If your visitors need accessible access or are otherwise unable to use the steps, please park at the South Entrance and ring the doorbell to the left of the doors for assistance.

Visitor Information

Accommodation

Family may wish to stay close by in the Family Flat on the first floor of the Inpatient Unit. Please contact your Nurse to check availability and to arrange this for you. The Flat provides comfortable accommodation for up to six people, with full cooking facilities. Family or other caregivers may also sleep in your room – please talk to your Nurse about this.

Cafeteria

There is a self-service cafeteria downstairs, open from 6.00am to 7.00pm daily. Light food and lunches are available, and meals can also be ordered for families and friends at very reasonable prices.

Parking

There are two parking areas – in front of the building, at the Mein Street entrance and at the back of the building at the Owen Street entrance. You can drive around the Hospice from either side – please note it is two-way traffic. Please do not leave valuables in your car, and make sure it is locked. We cannot take responsibility for damage to your vehicle or loss of property from it. There is a doorbell to the left of the South Entrance doors if you need assistance between 5.30pm – 7.00am, because these doors are electronically locked during these times. Please see Reception for a parking voucher.

Toilets

Accessible public toilets are located opposite the Day Unit at the south side of the Unit, off the South Entrance Foyer.

Patient Discharge from the Inpatient Unit

Trial leave

Prior to discharge, you may want to go home for one or two nights without being formally discharged. It can be very reassuring for you and your family and friends to see you are able to manage at home.

Managing daily activities

If you are concerned how you will manage when you go home, the Occupational Therapist can assist with ways to make things easier and safer, as well as techniques to manage low energy. This may mean visiting you at home to assess the need for equipment and to provide this.

Family meeting

If necessary, a family meeting may be arranged prior to your discharge home. This can provide an opportunity for you and your caregivers to talk with staff, and for you to ask about your wishes.

Discharge

You, your Doctor, Nurse and Palliative Care Co-ordinator, along with others involved in your care, will plan for your return home. A prescription for medications will be organised for you.

Once you go home, you will be under the care of your General Practitioner, District Nurses and your Hospice Palliative Care Co-ordinator. If you are having difficulties contacting these people, you can call the Hospice 24-hours a day on 04 389 5017.

Weekend, evenings and emergency help

Patients and families are asked to liaise directly with your GP, the after-hours service provided by your GP, or the District Nurses in the first instance. Advice and support can be accessed during the Hospice's normal business hours, or in emergencies, by calling us on 04 389 5017.

The Cost of our Care

We are pleased to provide our services free to patients, their families/whanau and friends. This is all made possible by the generous support we receive from our community. Every year we must raise more than \$4 million to keep our services free of charge.

The government provides less than half our funding and we rely heavily on donations, volunteers, bequests, funding from trusts and grants, corporate support, fundraising events, and income from our Hospice shops.

Donations from patients, families/whanau and loved ones are a wonderful way to secure the future of Mary Potter Hospice. It will help to keep our specialist palliative care services available to all who may need us now and in the future.

We are very grateful for any support given to our services. These are some of the ways you can help us:

- Join our Committed Giving Club by setting up a regular donation through your bank.
- Include Mary Potter Hospice in your Will.
- Attend and support our fundraising activities.
- Donate goods and shop at our Hospice shops in Karori, Kilbirnie, Miramar, Tawa and Paraparaumu.
- Join our team of fabulous volunteers.

Your gift will contribute towards the patient care and support provided by our multidisciplinary team which includes doctors, nurses, occupational therapists, social workers, counsellors, physiotherapists, spiritual carers and volunteers.

Attached is a gift form if you would like to make a donation now. Thank you!

He oranga ngakau
He oranga wairua
Te ha o te tangata
Te herenga tangata

The wellbeing of the body
The wellbeing of the spirit
Respect for clients
A community focused approach

*Yes! I would like to
make a donation to
Mary Potter Hospice.*



Name: _____

Address: _____

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Please accept this donation of \$ _____

☐ Cheque ☐ Cash (please do not post cash)

☐ Credit Card: Visa / Mastercard / Amex / Diners

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Expiry date

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Signature _____

Donations of NZ\$5 or more may be tax-deductible.
Mary Potter Hospice is a Registered Charity No CC30221.

☐ I wish to donate by automatic payment.
Please send me details.

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Please send me details.

Thank You

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