

HBH HAPPENINGS

A monthly newsletter for residents, relatives, staff and our community

March Issue 2024



Kia Ora!

It's with great enthusiasm that I kick off our very first "HBH Happenings" newsletter of the year. Our commitment to our community's ethos - to age well and live fully - continues to guide everything we do here at HBH.

We extend a warm welcome to our new residents and their families who have joined our community recently. We've also welcomed several staff members over the past few months, bringing fresh energy and ideas.

This month, we had the joy of celebrating Evan Langley's 100th birthday.

We also shine a spotlight on Robby, a remarkable student volunteer from St Kentigern College, who shared his story on the impact of volunteering at HBH.

You'll also see updates from Howick Views, Gulf Views and Villages.

A round of applause is in order for Gracedale, having passed its audit with flying colors.

And finally, we're proud to introduce Manaakitanga as one of the HBH values. This concept embodies hospitality, kindness, and generosity, guiding us in fostering a community where everyone feels valued and supported.

Our community extends beyond these pages - follow us on Facebook (HBH Senior Living) and Instagram (HBH Group) for even more glimpses into the 'happenings' in HBH.

Thank you for being such an integral part of our community.



Juliette Tuckey
CEO



Easter is not about gold foil or wrapped chocolate eggs.

It is not about little fluffy chickens or Hot Cross Buns.

Easter is when Jesus Christ became our Saviour and our Redeemer. He gave his life as the punishment to pay for the things we did wrong.

Jesus blood washed away those sins until they were forgotten forever.

When we die and stand before God it is Jesus who will stand with us if we believe in Him.

May we all remember Him with the Love, the Grace and the Mercy He shows to us.

**Many Easter Blessings from your
Chaplain Rev Yvonne Fisk**



Teaching technology through human connection

As a not-for-profit organisation, our amazing volunteers are an important part of helping our residents to age well and live fully. Whether adults, school children or senior students, volunteers imbue our residents' lives with companionship, conversation, and the chance to learn vital new skills.

One of these generous volunteers is Robby, a senior student at Saint Kentigern College. He helped at both our Virtual Village and HBH technology workshops and also visited residents in our rest home.

The relationship between St Kentigerns college and HBH is a one where our mutual values for service, faith, community and caring for others join together. We have been very fortunate to have had the St Kents students (from years 10-13) be part of our volunteer team co-ordinated and passionately led by Barbara.

We hope to have a monthly update in the happenings from this inspiring group of youth volunteers who are adding immense value to our organization through their relationships with our residents, families and staff. We are currently working on developing this intergenerational program further and look forward to sharing more stories with you. To start off, here's a story about Robby.

During the workshops, Robby helped Virtual Village East members with an array of issues with their smartphones, iPads and computers – one member even bought their printer in so he could fix that!

Robby has always enjoyed IT. He says it's "a bit of a hobby" and he helps his own grandparents troubleshoot their technology issues. He is planning to study business at University and started volunteering as part of his International Baccalaureate course at Saint Kentigern College. However, once he started, he soon realised how much he enjoyed volunteering and spending time with the members. "They were really lovely people and eager to learn. It was great to see how excited they got when they mastered a new skill – I found it very rewarding."

Robby said one of the sessions that he will never forget was when he helped an elderly woman who has no family in New Zealand. She was having trouble with her iPad and couldn't connect with her family around the world. When Robby fixed it, she

cried because it was going to make such a difference to the way that she could keep in touch with them.

Robby said that while he was at HBH during the workshops it was clear how special HBH is and he was delighted to be volunteering there.

"It is obvious that HBH is a wonderful place – it has a lovely feel to it. There were posters displayed towards the end of the year which showed how high the satisfaction rates were amongst residents, so it wasn't just me who realised how great it is."

Barbara, a St Kentigern teacher who co-ordinates their volunteers, was delighted with Robby's volunteering work.

"Robby has been able to assist many people with a wide range of technical issues," she says. "In every case, the visible relief and joy of the residents has been so obvious. Robby is a natural encourager, with a calm and unhurried manner. He is able to assist people at a pace that they are comfortable with, and empower them to want to learn more."

Robby also formed friendships with some of the Virtual Village members, particularly with Inge, a lady in her 90's, who was very grateful that he taught her in such a kind, patient and easy-to-comprehend way.

"To begin with, we had a great chat," reports Robby. "Then I showed Inge how to use the camera on her phone, share photos to other people and to herself on her iPad, and print photos from her iPad. As always, Inge took notes and was very excited to learn new

things! I really enjoyed talking to Inge and helping her learn to better use technology."

At the next technology workshop, Robby was shocked and saddened to find that Inge had passed away a few days beforehand. So, the following week, he attended her funeral. "It was very interesting to hear about her life and see many photos from it. She lived a very full life and was much loved by family and friends. After the ceremony I spoke to her daughter and one of her granddaughters and, to my surprise, they knew who I was and told me how much she loved the visits and learning new things. It was a lovely ceremony and a chance to say goodbye."

Robby not only exemplifies an excellent St Kentigern student, he's also the kind of volunteer we love having here at HBH: caring, encouraging, empathetic and patient. Thank you Robby!



Robby enjoyed chatting to Inge and showing her how to use her smartphone and iPad.



Celebrating Dedication & Community

We recently enjoyed a staff BBQ to celebrate our team. On top of other long service recognition benefits, we wanted to further recognise our team members significant service contribution. The event featured the presentation of Long Service Badges, highlighting the commitment of our staff to the HBH community.

We currently have over 145 staff who we handed badges to. While the first milestone badge celebrates five years of service, many recipients have been part of our family for significantly longer. Special recognition goes to Hilary Payne, marking 45 years with us.

Though Hilary, who mostly works night shifts, couldn't attend, her dedication shines bright within our team.

The BBQ, attended by our Board Chair, Charles Miller, was a hit, offering a great chance for everyone to catch up and strengthen our community bonds.

Here's to many more years of service, achievements, and shared moments!



Welcome back Kylie!



We're excited to share that **Kylie Windle** has rejoined our team as **Group Manager for Housing & Projects**.

Many of you will remember Kylie, who played a significant role in our community until late 2022. We are overjoyed to welcome her back as she takes the helm of our 139OU Apartments and Stevenson Village, critical to our commitment to enhancing life for our independent living residents.

A warm welcome to our new Team Members

This new year has also brought a wave of new talent to our community.

Please join us in welcoming Maree Chisnall, Abishtah Sood, Karyn Mae Annison-Chisholm, Goha Mukhamedajanova, Amanda Majecha, Harneet Kaur, Ramanjot Kaur, Hirene Canlas, Tania Nieuwoudt, Jibi Chacko, and Glare Paunel.

Each brings unique skills and passion to their roles, strengthening our collective commitment to care, innovation, and community spirit.

A Pohwiri will be held in early April for all our New Staff to officially welcome them to HBH.

Celebrating a century with Evan!



Last month marked a significant milestone for one of our apartment residents, Evan Langley, as he celebrated his 100th birthday. Evan spent his special day surrounded by family, embracing the joy and love of reaching this remarkable age.



Continuing the festivities, Evan also shared in the apartments tradition of celebrating resident birthdays on the first Monday of each month.

Alongside fellow February celebrants and those marking birthdays in early March—Graeme, Janet, Ken, Dolly, and Arkie—Evan enjoyed a collective birthday celebration with the wider community of residents and staff.

Here's to Evan and all our February and March celebrants—your stories bring warmth and joy to all of us at HBH.



Our residents were thrilled to catch up with Kylie again and got to meet our new Village Coordinator, Maree. It's always great to see the community growing and connecting.



Excitingly, our monthly bus trips are back on track! We're setting our sights on Swanson for this month's outing. These trips are a highlight, offering a chance to explore and enjoy some time away together.

Also, we've kick-started our weekly exercise sessions again. It's good to see everyone getting back into their fitness routines with enthusiasm.

Check out the chillies thriving in our Courtyard!

Our apartment resident Barbara has quite the green thumb, and we've all been enjoying watching her chillies grow and turn a vibrant red. Great job, Barbara, and thanks for sharing a bit of your garden with us all!





Variety truly is the spice of life – at any age

As an occupational therapist at HBH Senior Living, Carol Turner is closely involved in the implementation of the Eden Alternative at HBH Senior Living. She's seen the difference it makes to the lives of residents – and to the daily routine of the staff.

“The essence of the Eden Alternative is about creating a homelike environment rather than an institutional environment,” says Carol.

“Life at home is often varied with all sorts of things happening spontaneously – particularly when children and animals live there – so why should this stop just because a person is in a rest home or hospital?”

Principle 5 of the Eden Alternative aims to overcome the three major problems of residential care – loneliness, helplessness and boredom – by imbuing life with variety and spontaneity, and allowing for the unexpected and unpredictable to take place. To achieve that, staff members have to be more flexible and spontaneous in their approach too.

“Whilst we have monthly Social Calendar planning with residents, there are still many opportunities for staff across all the different departments to initiate and plan their own fun things to do with residents living in their Communities of work.”

During the day, residents are encouraged to help with things like helping to deliver morning tea, wiping trays, folding napkins, cleaning out the budgie cage – all things which allow them to contribute to daily life. These day-to-day tasks not only provide more variety, but also help residents and staff to connect with each other.

“Eden has been a big change and fostering variety and spontaneity does require a certain amount of courage! Your day looks quite different – less task driven and more focused on supporting residents to engage with the daily running of their Community,” explains Carol.

“These days, you'll see fewer staff tucked away in offices writing reports. Instead, they're sitting at a table in a resident lounge doing their paperwork alongside the residents. Just being there rather than in the office provides companionship and socialisation – just as you

would at home where family members do things alongside each other.”

Carol says they still provide a general framework for each of the communities to run with – for example, each week has a theme and residents have input to these. Saint Patrick's Day was a theme in February, but the occasion lasted for a week instead of the usual day!

Another great example, says Carol, is when staff members take residents outside to see what needs doing in the garden.

“Our whole aim is to make daily life more varied rather than a rigid routine. It's definitely making a difference – it leaves both staff and residents feeling more fulfilled and rewarded at the end of each day.”



Care & Living



It's been a great summer, a stark and welcome contrast to last year's floods, with plenty of sunny days allowing for numerous outdoor activities and adventures.

Our residents have made the most of this great weather with bus trips to local sights. These outings have been perfect for indulging in one of summer's greatest pleasures: ice cream! It's been a delight to see everyone enjoying these sweet treats while basking in the sunshine.

Howick Views

We've had the pleasure of hosting the Ukulele band on several occasions. Their lively performances have brought music and joy into our homes with residents tapping along to the tunes.

A highlight of this period was a visit from the local daycare. The children's energy and laughter filled our community with a special kind of happiness. Our residents thoroughly enjoyed playing and interacting with the younger visitors. In a heartwarming gesture of hospitality, they even baked cupcakes the day before to share with our little guests.

These activities and visits not only brighten our residents' days but also foster a sense of connection and community within our rest homes and hospitals. We're privileged to witness the joy these moments bring to everyone involved and look forward to more shared experiences as the year progresses.





Gulf Views

Our residents enjoyed a splendid time shopping and having morning tea at Pakuranga Plaza. They also took pleasure in cooling off from the hot day with a relaxing soak in the tub.

This combination of engaging activities and moments of relaxation underlines the vibrant and fulfilling lifestyle enjoyed by our residents at Gulf Views.



Advanced Care Planning Session

We extend our heartfelt gratitude to all who participated in our latest Relatively Speaking Session focused on Advanced Care Planning. With over 25 attendees, the session was enriched by the presence of our residents' families, VVE members, and our dedicated RNs. A special acknowledgment goes to Cheryl, the Advanced Care Planning Program Lead from Te Whatu Ora, whose insightful presentation and engaging Q&A session greatly contributed to the event's success.

We were also privileged to have Diana Nicholson, the former Advanced Care Planning Programme Lead and current member of East Health Trust, share her expertise with us. Thank you for making this session both informative and memorable.



Gracedale Care

We're thrilled to share some fantastic news—Gracedale aced the audit at the end of January with flying colors! This accomplishment is a testament to the hard work and dedication of our staff, the cooperation and spirit of our residents, and the unwavering support from their families. A heartfelt thank you to everyone involved!





Introducing Manaakitanga: An HBH Core Value

In our continuous journey to honour and embody the principles of Te Tiriti o Waitangi, we are proud to introduce Manaakitanga as the newest core value underpinning our work and community engagement. Manaakitanga, derived from 'mana-a-ki, embodies hospitality, kindness, generosity, and support. It reflects our commitment to creating an environment where everyone feels valued, respected, and cared for.

The essence of this value is beautifully captured in a poignant whakataukī that inspires shared prosperity:

“Your basket of contributions and mine together will sustain the people.”

At the heart of Manaakitanga is the 'mauri mannaki,' a symbol of hospitality traditionally placed to the left of the ancestral house, reminding us to uphold the spirit of kindness and generosity, especially when we welcome guests (manuhiri).

By integrating Manaakitanga into our values, we further our dedication to a culturally responsive approach, honoring the unique contributions of Māori culture and heritage to our shared identity.



Life's been pretty tame lately—seems like all my secret escape routes have been discovered and shut down. These days, you'll find me soaking up the sun in the garden or catching z's in my mom's office. Meanwhile, Louie's out there living the high life, trotting over to the dining room at lunch and dinner, batting those puppy eyes for scraps. Does that trick really work? Maybe I should give it a shot. Oh wait, scratch that plan—I just had my teeth out. Yep, a total nightmare. Even with painkillers, it was rough. I've officially sworn off dentists.

But hey, it's not all snoozes and sore gums. I've found some excitement in standing my ground against the bigger dogs who think they can stroll into my domain. They must've forgotten who runs this place. Sure, they tower over me, but size isn't everything. This chihuahua's got heart, and this is my turf.



We thank you Lord that we may bring our prayers to you.

We thank you that our minds can understand all we should do.

Help our ears to listen twice as much as our mouths speak.

Help us to use our hands to serve other people especially if they need assistance.

We Thank You Lord for our eyes, our ears, our hands and our legs.

May you strengthen them in the name of our Lord and Saviour Jesus Christ.

~HBH Prayer Book