



It takes extremely special kind of people and special kind of caring to look after patients until they pass on. We would like to thank the team at Cittamani for your unconditional kindness and empathy shown in helping my mum pass so peacefully.

The opportunity to look after my mum at home with the 24/7 support by Cittamani was incredible. Knowing that backup was not too far away at any hour of the day or night gave us ease and restfulness. The few weeks under Cittamani's care and guidance showed me that even I have amazing inner strength at such a time. Every day I became a little stronger as my darling mum became weaker and weaker. I knew I had to get through these dark days ahead. She was so loved, comfortable and happy. I made sure of that, knowing it may be her last days. I have learnt a valuable lesson here that the challenges we face in life's journey are not to show our weaknesses but helped me discover my inner strengths. I had to become the best version of myself even though I had to face all the pain ahead of me. Regardless of religion, connecting spiritually through prayer, meditation and holding onto the promises of God gave me strength.

Being at home with family in the comfort of her own home made a huge difference. We still were able to go out and meet with friends or they would visit us. Mum enjoyed the sunshine as I wheeled her in her wheel chair along the waterfront, she was happy and good in her spirit. Every Wednesday and Sunday we would attend our local church. She so enjoyed the fuss of all the members who loved her dearly, the singing she absolutely loved and of course all the yummy treats. Always the outgoing mum, she loved being around family and friends and our border collie Zeana. Zeana would tag along with us on our walks while mum held her lead. Dogs are very clever indeed, I'd watch her reaction –she knew what was happening with mum. They say dogs have a special sense and now I believe it.

In December we surprised mum with a cruise for her 90th birthday, something she'd wanted to do for years. My husband and I managed one of her last wishes. She had such a wonderful time, little did we realise in a few weeks she would not be with us. I know she didn't want to die as she loved life too much.

The Cittamani staff made certain her needs were met, making sure she was comfortable at all times. With kindness, empathy, respect and caring treatment. In particular, as I was clueless to what was happening with my mum's health towards the end, things were explained to me clearly and with vision for what was going to take place. Honesty and truthfulness were exactly what I needed to get through everything with understanding.



Mum looked forward to the nurse's visits so much. We laughed and talked, enjoyed our cups of teas and cupcakes, talking about mum's life in Germany and in Sydney. To me she was my hero, to survive so many traumas during her life back in those days of grief, uncertainty, trials and deaths, she survived her hardest challenges. I would have loved the time to diarize everything for our future family, but unfortunately the end came a lot quicker than expected. Surrounded by the love of her family she passed on January 19th 2016, so peacefully, quickly and with love.

The ongoing Bereavement Support Program has been such strength during this time. It is an essential part of healing. Your emotions, sadness, confusion and loss are inconsolable. Life just stops still. Silence! Tears flow like a river uncontrollable. Cittamani's Bereavement Support Program not only assisted me, but the whole family. Even six months later the support has been amazing. Grief is a process, for whatever length of time. The death of mum who we loved so much changed our lives forever. The bereavement support has helped our family move towards a renewed meaning and purpose in all our lives with memories that we will treasure forever.

Yes, we miss Mum terribly and we thank God for Cittamani and their unique time with our family.

Thank you
Sussanne Collins & family

FROM THE DIRECTOR

Another six months has flown by and I am happy to report that things are going well here at Cittamani.

Since we began the Service in 1995, we have grown steadily and experienced the truth of the saying, 'the only constant is change'. We have certainly seen a lot of change over the past 21 years, but a few things haven't changed. The first is our commitment to the values that underpin our Service. These include compassionate care and creating a supportive and informed community for people facing the end of their own life, or of someone close to them.

The second thing that hasn't changed is the amazing support Cittamani receives from our local community. Respected thinker and writer on end of life care, Allan Kellaher, developed the Compassionate Cities Charter which speaks of the need to create "a community that recognises that care for one another at times of health crisis and personal loss is not simply a task solely for health and social services, but is everyone's responsibility."

Such an attitude is very much in evidence on the Sunshine Coast. The local community has not only embraced Cittamani and the services we provide, but has itself a long history of caring for one another that persists to the present day.

Over the past six months, more than 30 local clubs, organisations and businesses have supported Cittamani with funds or equipment. Approximately fifty percent of Cittamani's running costs are derived from donations, fundraising and bequests.



President Gina McMonagle and Secretary Alison Parkes of **Nambour Orchid Society** with Alex Moore.

We also receive support from many people who volunteer in various roles that are integral to the organisation's ability to provide our care. In addition to this, we have firsthand experience of how people in our Sunshine Coast community care for one another in difficult times. We could not achieve what we do without the compassionate community of which we are part.

The coming year will see some significant changes for us. The growing need for our services is putting increasing strain on our facilities, which means that we are unable to provide services and programs that would benefit our local community in many ways.



Dr Wayne Herdy, Vice President of **Sunshine Coast Local Medical Association**, presenting donated syringe pump to Alex Moore.

Cittamani plans to undertake a three-phase project – upgrading current facilities in the building, creating a safer carpark and entry, and then increasing office space, group meeting room and equipment storage area. This will ultimately increase service capacity and client comfort, and encourage broadened community use of the facility.

It will be a significant undertaking for Cittamani and for our local community to make this a reality, however we believe it will be worth the effort. This project will prepare Cittamani to meet growing needs and continue to contribute to this compassionate community of which we are proud to be part into the future.

Alex Moore
Director, Cittamani Hospice Service



*"Be kind whenever possible.
It is always possible."*

His Holiness the Dalai Lama

GRANTS

Cittamani is grateful to have received grants from:
June Canavan Foundation,
Stronger Communities Program and the
Whitehouse Foundation.

**CITTAMANI HOSPICE SERVICE APPRECIATES
THE SUPPORT OF QUEENSLAND HEALTH**



OPEN GARDENS IN OCTOBER

Cittamani is fortunate to be the charity selected to receive funds from two Open Gardens on the Blackall Range in October. Both are stunning gardens and what a wonderful way to welcome spring and support Cittamani. We hope to see you there on the day.

THE SHAMBLES GARDEN Sat 1st October

9.30am — 4.00pm

A private country garden at 85 Western Ave, Montville.

ART IN THE GARDEN Sat 22nd & Sun 23rd October

9.00am — 4.00pm

Murrakaia, 19 Broilga Lane, Dulong

Cittamani will be catering for light refreshments at *Murrakaia* on 22nd & 23rd October. **If you can assist** with making cakes, sandwiches etc., or helping with serving food or manning the gate on the day, please contact **Alex** or **Elli** at Cittamani **5445 0822** ASAP.

For more information contact Cittamani or jenniferinch57@gmail.com

Cittamani is grateful for the amazing contribution of Suzanne White.

Suzanne has been a volunteer with our Bereavement Program for 19 years. When she first started, Suzanne participated in our Volunteer Training Program and became a Respite Volunteer. Before long she moved into Bereavement Support, coming into our office every Monday, spending hours on the phone with clients — checking in, connecting people with resources and offering an unbiased ear. Over the years, Suzanne has supported hundreds of people. Looking back she commented, “It’s the connection you make with people, that makes the work so enjoyable.”

Suzanne is now retiring from her role at Cittamani and she will be greatly missed. She is confident about handing her work over to Cittamani’s growing Bereavement Support Team. We now have five Social Workers/Counsellors providing bereavement support through counselling, phone support, three Bereavement Support Groups each month, as well as our Annual Memorial Service. At any point, over 300 people are accessing bereavement support from Cittamani. We are so very grateful to Suzanne for sharing her knowledge and skills with us over the years. It was the start of a very worthwhile program that has continued to grow.



Thankyou to **Suzanne White**.



PET MEMORIAL SERVICE

A number of staff members had recently lost pets, so we decided to hold a ceremony on National Pet Day in April to celebrate the special relationship we have with our pets and how much they mean to us.

We invited **Venerable Lhagsam**, a Buddhist nun who provides spiritual support to Cittamani staff and clients, to lead the service. She led us in some prayers, and poems were recited. We created an altar where people placed photos of their pets surrounded by rose petals and candles. Some of our staff brought their children to the service and the children sang songs for their pets and scattered rose petals. Our first Pet Memorial was a wonderful experience for all who attended and we hope to make it an annual event at Cittamani. Many thanks to **Jabula Roses** who donated a large bag of beautiful rose petals for our use at the service.



CITTAMANI HOSPICE SERVICE invites you to our
**ANNUAL
 MEMORIAL SERVICE**

DATE: **Saturday 17 September 2016**
 TIME: **2.00 — 4.00pm**
 PLACE: **CITTAMANI HOSPICE SERVICE**
 230 Woombye - Palmwoods Rd
 Palmwoods
 RSVP: **Tuesday 13th September 2016**
 PHONE: **(07) 5445 0822**

Flowers will be provided as an offering to remember your loved ones. You may like to bring a small photo to place on the altar, which will be returned to you at the end of the service.

“Do not bury your talents, the gifts that God has given you... do not be afraid to dream of great things!”

Pope Francis

VOLUNTEER TRAINING

Cittamani will be conducting
Respite Volunteer Training

4th, 5th & 6th November

Please contact **Elli**, our Volunteer Coordinator, if you are interested.
 — **5445 0822** —

Anyone who has previously expressed interested will be contacted in October.



**CITTAMANI'S BEREAVEMENT GROUPS
 ARE SPONSORED BY NAMBOUR RSL**

WOULD YOU LIKE TO RECEIVE THIS NEWSLETTER ELECTRONICALLY?

IT WOULD SAVE POSTAGE & PAPER COSTS. IF SO, PLEASE EMAIL US & LET US KNOW.

— **news.cittamani@gmail.com** —



I'd like to help fulfil someone's wish to remain at home in the last few months of their life.

MY GIFT OF \$ _____ IS ENCLOSED

Please tick preferred payment option

- Cheque payable to **Cittamani Hospice Service**
- Charge my credit card for the amount above,
or
- Deduct the regular amount of \$ _____
per month from my credit card.

*Cittamani Hospice Service Ltd is a registered charity.
 All donations over \$2 are tax deductible.*

NAME _____

ADDRESS _____

POST CODE _____ PHONE _____

Visa Mastercard

Card No. _____

Expiry Date _____ CCV _____

Signature _____

You can also donate online at Cittamani's secure website: **www.cittamanihospice.com.au**
 ABN 67 110 865 560