

Welcome to our Spring 2020 edition of the Tainui Village Newsletter. Well it's been a busy and very unique year so far, where we've learnt lots of new phrases such as COVID-19, lockdowns, social distancing, toilet roll hoarding and bubbles!! Throughout this extremely challenging period the residents, families, villagers and staff battled through the crisis with a steely resolve and a determined smile on their faces. Well done to everyone. We've also had lots of developments at Tainui, with the build of the new villas going on hold and then being completed, our new Website, to saying goodbye to many cherished residents and long serving staff. It has seemed like a long winter and I'm sure we're all looking forward to the lighter evenings and warm summer.

Farewell from Martin Hook.

For almost eight years I have had the honour of being the CEO of Tainui Village, it's been one of the best experiences of my working career. I have thoroughly enjoyed my time here, have learnt so much, worked with so many fantastic staff and wonderful residents. I would like to thank all our staff and managers, past and present, for all their support. I'd also like to thank Tony and the board for their support over the years.

When I started at Tainui, visitors and residents would say, "Tainui is the best resthome in New Plymouth, and I have always strived to ensure this level of care and confidence in our services has remained. To hear this makes me very proud and I hope that people will keep saying this for years to come. Thank you for everything and I'll miss you all.

Martin Hook.

Greeting from Chairman/Acting CEO

Always interesting when we have to make significant changes as it is following Martin's move however we will be working hard to ensure the "Tainui Brand" continues and is enhanced. We have recently been discussing the value of Tainui and have attempted to capture those in three words – *caring, respect and compassion*. We will endeavour to promote these in the portrayal of Tainui as often as we can and when doing so in our behaviour we will have achieved a great success.

Since last writing as chairman we have new Board members being Jacqui Paterson, Dean of Taranaki Cathedral and Richard Handley both nominees of the Anglican Church, and Nigel Colless and Mataiva Robertson as nominees of the Methodist Church. It is always encouraging to be able to have new Board members willing to work to take Tainui into the future.

While we find a replacement for Martin I am filling the role of CEO. One thing to know Tainui as chair and another to see it from this perspective. I am pleased to be able to be available to take this opportunity to work closely with the management and all staff on a day to day basis as we deliver to all residents and our village homes the Tainui service. My thanks to all the staff and those assisting Tainui as we work to look after all those in the home in which we work.

Kind regards, Tony.



Tony Burn, Chairman of the Board presenting Martin with his leaving gifts.

Tainui Villa News

On 29th July 2019 we watched from the road as the old villas were removed from Tukapa Street on the back of very large impressive lorries and taken away to their new resting place. The site was then prepared for the build of 5 new villas.

The men from Street & Cook worked tirelessly under very difficult circumstances to complete the build with Maxine watching over them and pushing them hard. The original moving in date of 5th May 2020 was delayed due to COVID-19 lockdown which stopped all building with immediate effect. The new village residents took the news very well even though some of them had to find alternative places to live until the building work could be resumed and completed. The new moving in date was set for 15th July. Leading up to moving day we had a run of beautiful sunny days and then disaster struck and the heavens opened, and it poured with rain and the new roads and pathways round the villa were a mud bath! However the new residents took it all in their stride and moved in anyway, not one complaint was heard, (of course the sun shone the next day).

There were a few minor teething troubles which the Street & Cook men dealt with and the newest residents to Tainui are thrilled. They were welcomed to their homes with a morning tea arranged by Lorna and Jenny which was much appreciated and gave them the opportunity to get to know each other.



The new villas are beautifully built and the interior design by Robyn Drake is immaculate. The fencing, planter boxes and landscaping has been started and should be completed very soon. Our new residents' have coped with the ups and downs of the past few months brilliantly and are very happy and love their new homes – huge smiles all round. Welcome to Tainui!



After 24 years of dedicated service to the residents of Tainui, Maxine has decided to reduce her hours. From the 7th October she will work two days one week and three the next allowing her time to spend with friends and family.

ASCOT@Te Maru News

ASCOT staff, L to R – Tanya, Margaret, Lenore, Michele & Karen, (absent; Lyndsay).



ASCOT@Te Maru is a day programme for seniors held in our purpose built building at 11 Nursery Place in Westtown. ASCOT (Activity and Social Centre of Tainui) was first formed in 1992 and moved to it's current site in 2017. We have a staff of 7 and approx. 7 volunteers. Tainui has three vans which we take out to collect our members from their homes each day. After a hot drink, morning tea and a chat we begin our activity for the day. We have a large variety of fun activities on our programme.

These can range from a guest speaker, a quiz, craft sessions, perhaps a walk in the local area or a chat about local or international news or going for a scenic drive. Lunch is served at noon when our cook Andrea provides a delicious meat and vegetable meal and scrumptious dessert, and we also cater for any special dietary requirements. Following lunch, members are free to relax and chat, read a magazine or sit on the deck in the sun. Afternoon activities begin at 1.15pm and can include musical entertainment a variety of board games, housie, cards boccia, indoor bowls etc. There is often a number of different activities happening in each room at ASCOT. We sometimes have theme days where people can dress up and enjoy a day of related activities. e.g. Melbourne Cup Day, St Patrick's Day. Afternoon tea is served at 2.30pm, hot or cold drinks are served with a sweet treat. At 3.00pm we begin to assist people to the vans for the journey home.



We are open Monday to Friday (except on Public Holidays and we close for two weeks over the Christmas/New Year period). The staff at ASCOT@Te Maru are able to multitask to ensure everybody has an enjoyable day out.

Please phone us on 753-7699 for any further information, and if you feel that being an ASCOT@Te Maru volunteer is for you, we would love to hear from you.

Margaret, Manager

Staff Farewells/Introductions



Jenny Eatwell

Earlier this year we were sorry to farewell Jenny Eatwell, Clinical Manager, as she left in search of a better work/life balance. We wished her well and could understand why but it is never easy for residents to farewell someone who has supported them through some of the most challenging times of their life.

We also farewelled during the year Caregivers Emmy Brouwers and Jan Spittal. Emmy has had several stints of service at Tainui spanning many years and has a reputation of a caring and gentle presence that residents found reassuring. However when one gives so much of oneself there comes a time when you have to fill your own "bucket". This is quite literally what Emmy has done as she can now be seen around Okato gardening and helping out at local cafes. Missed a lot but all the very best for the future Emmy! Jan too had left Tainui several times over the years as her life took different paths but always returned to serve again. A popular carer and staff member whom we wish all the very best as family and hobbies loom and form the base for a happy retirement. Thanks Jan for all the laughs.



Anne Mattson

After being off for COVID Level 4 Anne decided it was time to review what she was doing with her life and the result was that she was off to

join her husband in retirement, which will not mean doing nothing as Anne is bringing up a 10 year old and helps run a lifestyle block. In addition to this Anne enjoys visiting her grandchildren as COVID levels allow.

Thanks Anne for over 23 years service and enjoy the adventures ahead of you.



Jacqui Paterson and John Carter

After being lead chaplain for a number of years Jacqui felt the call back to serve a parish and was appointed Co-Dean of the Cathedral earlier this year. So many residents and staff had received spiritual care and support from Jacqui and her loss was felt keenly. However this farewell has a welcome back as Jacqui is now the head of a three person chaplaincy service provided by St Marys under contract to Tainui.

Yet again COVID-19 helped shape the decision to retire for John Carter.

Life has so much more to experience with family and grandchildren. Even a shift out of town may be on the horizon. Whatever comes to pass John, we wish you well and thank you for the pastoral care and comfort you have given to so many residents and staff. All the best.

Janice Smith; COVID-19 restrictions also helped Janice realise that there were things that she wanted to do more of and she decided to retire after a massive 33 years of caring as an Enrolled Nurse. Janice's expertise and help with the pantomimes will be missed as well as all the knowledge that one gathers over time. Bike riding, a relatively new hobby for Janice is leading to all sorts of new destinations. Well done Janice, enjoy, as you have earned your retirement.

Olga Pettett

We welcome Olga to the position of Clinical Manager at Tainui. Olga had previously been with us for four years as a Registered Nurse.



Doreen Stewart

After reducing her hours over the last few years Doreen decided that retirement was where she needed to be after 12 years as Head Cook. We hope her retirement includes trips to Scotland when borders re-open and in the meantime lots of time with the New Zealand family.