

ELIZABETH KNOX HOME & HOSPITAL

Epsom, Auckland

MOMENTS THAT MATTER JANUARY TO MARCH





Residents' Moments That Matter

Letter from our Chief Executive

Tēnā koutou katoa,

Welcome to our Moments That Matter newsletter, sharing highlights from January to March. This newsletter celebrates the moments that bring meaning, connection, and joy to the lives of our residents. These moments remind us why our work matters every day.

This quarter, we experienced a COVID-19 outbreak, like the rest of Auckland. We decided early that extra, and at times extreme measures were needed to keep our residents safe. These decisions were not easy but were guided by our responsibility to protect those most vulnerable people in our care and to ensure our home remained a safe place for everyone.

At the same time, Auckland was facing high levels of illness across the community, and our teams were under significant pressure. We then experienced a nationwide system outage and cyber incident, which meant key systems in healthcare could not be used and teams had to quickly return to manual processes.

I want to acknowledge the care teams. Everyone responded with professionalism, calmness, and incredible teamwork keeping residents safe, ensuring continuity of care, and showing what it means to live the Knox Way in practice.

A strong theme this quarter has been the importance of our volunteers. We have seen wonderful growth in our volunteer community, and we value the energy, friendship, and connection they bring to Knox.

When we had to step back from volunteers being on site due to COVID, we quickly realised the difference they make. We missed their presence, their warmth, and the vibrancy they bring to daily life. Most importantly, our residents missed the companionship and joy of those relationships. Volunteers are an essential part of the Knox community. They help reduce loneliness, build connection, and bring added meaning to everyday life. We are committed to growing and strengthening our volunteer programme so we can continue to enhance the lives of our residents.



At Knox, we follow the Knox Way. This means we work in partnership with residents, families, volunteers, and each other. Together, we support residents to live meaningful and fulfilling lives, with dignity, respect, and connection.

In this edition, you will also see a new section at the end of the newsletter of important information which residents have requested we share.

We hope you enjoy this edition of our newsletter. If you want to see anything included in the future, please email vanessas@knox.co.nz.

Together, we create moments that truly matter.

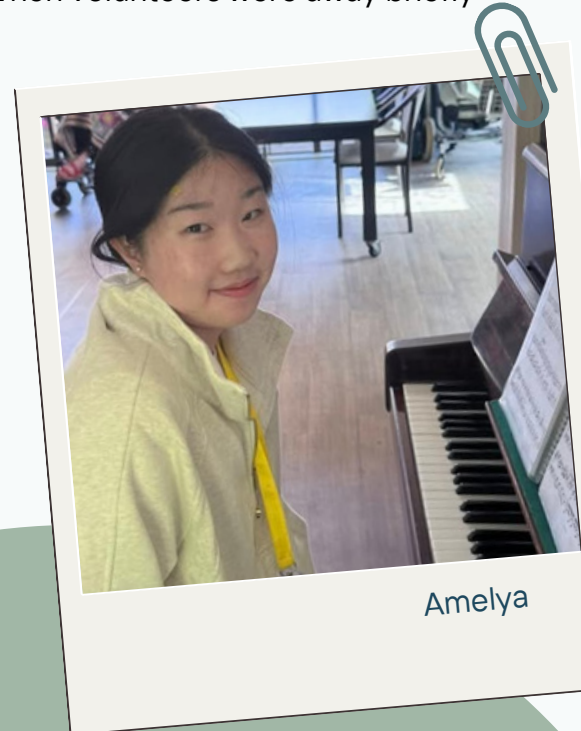
Ngā mihi nui,
Fionnagh Dougan
Chief Executive

Volunteering: the heart of Knox

Ngā Kaitūao – Our Volunteers

Volunteers are an essential part of the Knox community. They bring time, friendship, and connection – helping reduce loneliness and adding meaning to everyday life. When volunteers were away briefly due to COVID precautions, we felt the difference immediately. This quarter we are sharing volunteer moments.

Musical talents shared: We loved welcoming a new volunteer, Amelya, who played the piano for residents. She modestly told us she was “a little rusty”, but from the first note she drew a crowd, and created a calm, uplifting moment for residents and staff alike. Thank you, Amelya, for sharing your talent. Moments like these remind us of the powerful joy of intergenerational giving, how time, music, and connection can bridge generations and create memories that stay with us long after the last note fades. Thank you St Cuthberts’ College.



Amelya



The Chong siblings

Companionship: One of our home leads reached out to our amazing volunteer team, saying, “We really think a cantonese speaking volunteer will make a difference for our resident.” The Chong siblings – Charmaine, Gisele, and Chace – stepped up and came to visit Rita, and the joy on her face was simply wonderful to see. These incredible young volunteers all attend Macleans College.

Thank you, Charmaine, Gisele, and Chace – you brought smiles and happiness to one of our very dear residents!

Companionship: Two months ago, Rishi began volunteering with us with a simple belief: if you give something back to your community, good karma will find its way to you. Often volunteering at least five sessions a week, he gave his time generously and without expectation. Rishi succeeded finding paid employment running a local business but has continued visiting our residents at weekends - amazing !!

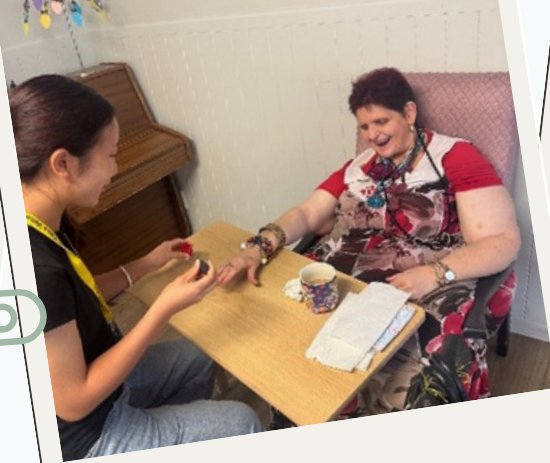
Once a part of the Knox whānau, always a part of the Knox whānau!



Rishi



Nails



Laughter



Pampering

Nail pamper: St Cuthberts students, Anna, Bella and Natalie are delivering a special treat helping residents apply some nail varnish. Pampering sessions like this are loved by our residents. It is such a simple yet powerful way to connect and bring joy.

Moments like these show how even small acts of care can brighten a day, lift spirits, and build friendships that benefit both young and old.



Nora

Cultural Support: Nora is a valued volunteer, helping our Chinese resident community, which is growing every year. Over the past year, Nora has come in every week to deliver Chinese newspapers to our residents. This gives them a wonderful opportunity to read in their own language and stay connected to their roots.

Thank you, Nora, for the meaningful support you bring to our community!

Here is our wonderful volunteer Berliana spending time with our resident Rita. A special part of our volunteer programme is connecting residents with people from diverse cultures who can communicate in their native language, helping them feel truly understood and at home.

Berliana is currently studying in New Zealand while also balancing work and volunteering. She brings so much joy to our residents, whether it's through a simple walk, a friendly conversation, or her warm presence, she brightens lives with every visit.



Berliana

Companionship: Annie volunteered with us while studying healthcare in New Zealand. With her background as a trained Healthcare Assistant and her ability to speak Japanese and Vietnamese, she brings connection, compassion, and joy to our residents helping create meaningful moments of connection across cultures.



Annie



Vanessa

Baking: In this photo is Vanessa, one of our dedicated board members helping out with a bit of baking. Did you know the Board of Trustees that guides Knox is made up entirely of volunteers? They provide vital governance and strategic direction, helping ensure our organisation continues to grow and serve our community well.

Many of our board members have given their time for years, offering an incredible depth of experience, care, and commitment. We are deeply grateful for the leadership they provide and the countless hours they so generously contribute behind the scenes. To find out more about our board members visit our website <https://www.knox.co.nz/board-of-trustees>

Singalong: We want to share this beautiful photo of Barbara connecting with our residents and taking song requests. Barbara leads a weekly singalong for our residents at Knox. Every week Volunteer Barbara arrives, sets herself up at the piano in our main reception area, and before long the music begins, and voices start to join in.



Barbara

Volunteer Team Announcement After the huge success of our volunteer recruitment last year, we are delighted that Mariam has moved from part time to full time to help manage our amazing team of more than 200 volunteers. She brings so much enthusiasm and energy, we could not be happier to have her on board. We are building our evening meal and games sessions to help fill the quieter time before bed, and we are boosting our weekend volunteers to support periods when available activities drop slightly.



Mariam

Community organisations supporting residents

Ngā Rōpū Hapori e Tautoko ana i ngā Kainoho

Volunteering at Knox is supported by a range of community groups who generously give their time and energy bringing entertainment, connection, and meaningful engagement to residents, creating moments of joy and interest. Their contribution makes a real difference, and we are sincerely grateful for the positivity they bring.

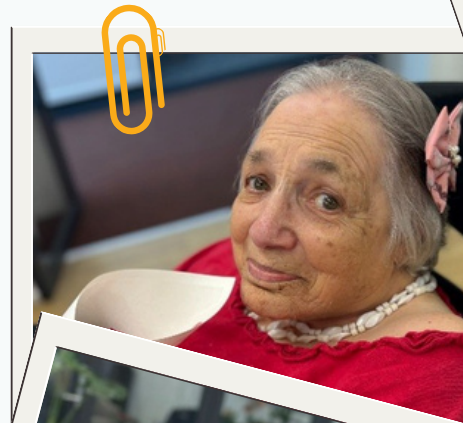
Tea and Tradition: Thank you to The New Zealand Tea Culture Association for generously donating their time to organise and run a beautiful tea ceremony for our residents. The experience was enriched with insights into tea traditions and cultural notes, making it both engaging and meaningful for everyone involved. A special thank you to Boer and her team for spending time with our residents and creating such a calm, welcoming, and memorable experience. Your kindness and dedication were hugely appreciated.



Cultural Show: The Epsom Baptist Church stepped in to deliver a beautiful and lively cultural performance for our residents. We appreciated the colour, joy, and energy. What a fantastic start to the year!



Valentine visit: The wonderful Reconnect NZ group visited our home to share care, kindness and connection with our residents. They promote wellness through service to the community, and we are so grateful for the time and heart they give so generously. Their visit delivering roses for Valentines brought smiles, laughter and genuine joy to our residents.





Group giving: We are also extremely grateful for our wonderful community partners the Mercy Worldwide Volunteer Group for bringing music, baking, and joy into our home. From beautiful singing to shared time in the kitchen. How lucky are our residents to have a group like this volunteer at Knox .



Community generosity: We also want to acknowledge Ankur Narula Ministries New Zealand (ANM NZ) for delivering lovely hampers to our residents. Again the generosity of others is truly overwhelming at times for our organisation.



Community partnership: We welcome community groups to partner with us at Knox and share their time and talents with our residents. To get involved, please contact Vanessa at vanessa@knox.co.nz

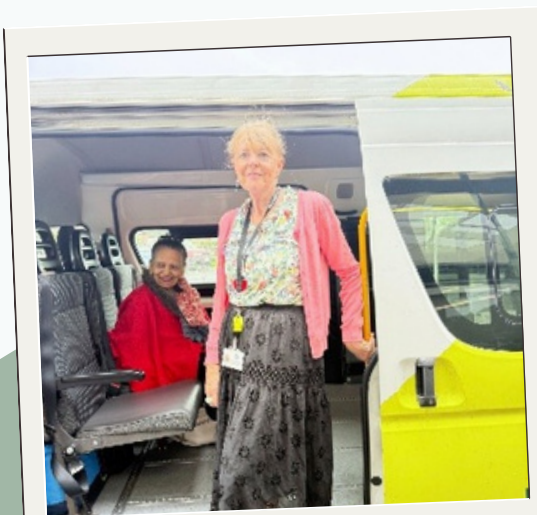
Thrive team continues to grow

Te Ao Hurihuri – Life in Motion

Volunteer Geoff, seen in the centre of this photo, has joined the Thrive team to help with activities and relief support. Geoff has been visiting residents regularly for over a year, and it's wonderful to see the Thrive team recognising volunteers in this way. The Thrive team runs at least 25 activities every week, bringing enjoyment, interest, and connection to our residents, from games and creative sessions to social chats and outings. Their dedication makes every week brighter for everyone involved.



Cafe Time with Geoff



Mary

Meet Mary from our Thrive team. She is an amazing all-rounder who supports our residents in many meaningful ways. Mary regularly drives residents out in our van, supports knitting groups, and encourages a wide range of creative activities. She is an expert baker, knitter, and highly skilled creative craft person, always ready to share her talents. With a strong background in caring, Mary has a special touch and a deep knowledge.

Meet Rachel who brings warmth, dedication and genuine compassion to Knox. Rachel's commitment to our residents' shines through in everything she does. Whether she is supporting daily activities, driving the van to help residents get out and about, or creating meaningful moments of connection, she does it all with kindness and care.

From organising games of Qwirkle, to thoughtful podcast discussions and challenging crossword sessions, Rachel keeps minds active and conversations engaging. She helps keep the grey matter working while creating spaces full of laughter, learning and connection.



Rachel at the Domain

Out and about - Community outings

Haereere: Ngā Haerenga ki te Hapori

After the Christmas season, our residents were eager to get out and about, and our Thrive Activities team made the most of every opportunity this quarter. Having access to our van has been incredible for our home, enabling residents to enjoy regular outings and stay connected with the community. Getting out and about is so important for wellbeing, bringing joy, fresh air, social connection, and a real sense of freedom. This lovely trip to Blockhouse Bay included a picnic and a relaxing scenic drive.



Blockhouse Bay

Finding breaks in the weather to get out and about has become a theme this year. The team managed a lovely outing to the Kohi beach in January to celebrate the arrival of summer... or so we thought, as the weather had other plans a few days later.



Kohi Beach

A trip out for lunch to Eastridge was perfect for our residents who were keen to get out and about and connect with the local community.



Eastridge

With autumn on the horizon the Thrive team organised a wonderful BBQ for our residents, bringing everyone together to enjoy good food, fresh air, and great company. BBQ days are always special. The smell of the grill, the sound of laughter, and time spent together outdoors create moments that everyone can enjoy.



BBQ at Knox



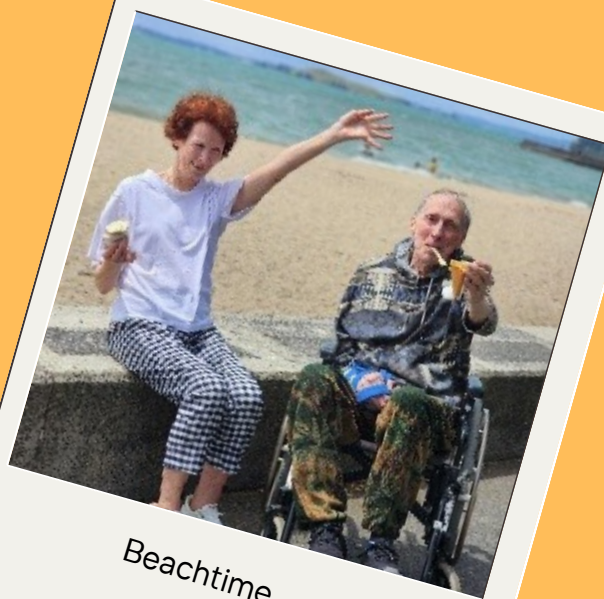
Moving into a rest home or hospital-level care doesn't mean life stops or that residents cannot continue enjoying the things they love. Our residents assisted by volunteers and the Thrive team had the opportunity to visit the Auckland Town Hall to enjoy a beautiful concert by the Auckland Philharmonic Orchestra. It was a special outing filled with music, smiles, and a lovely change of scenery for everyone.

Here are our lovely residents proudly volunteering to support the Heart Foundation by helping collect donations for a cause they hold close to their hearts. Moving into care does not mean you stop making a difference. Our Thrive team is passionate about supporting residents to stay involved in the community and contribute to causes that matter to them. It is inspiring to see their generosity, kindness, and willingness to help others.

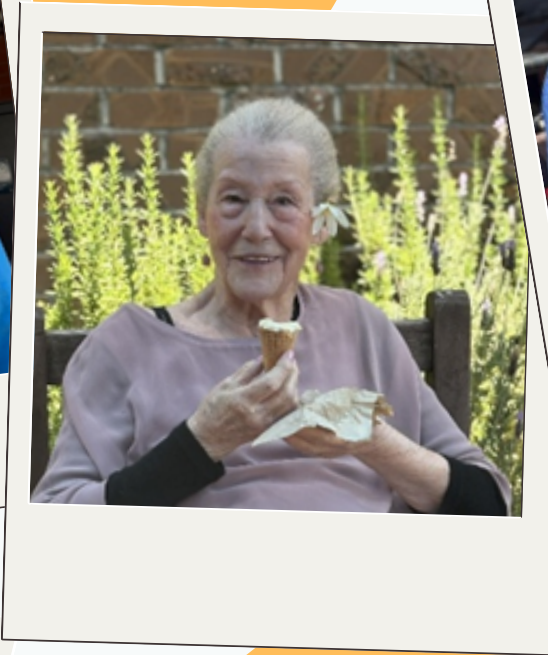


Fundraising in the community

Wind in their hair, ice cream in hand, and the sound of the waves rolling in. Beach visits are more than just an outing for our rest home residents, they are moments of connection, joy, and truly living life to the fullest. Getting out into the community strengthens friendships and lifts spirits. Because life is meant to be lived, with wind in your hair and sweetness in your hand.



Beachtime



Ice Cream and Sunshine

After two delays due to weather and a COVID outbreak, our much-anticipated Ice Cream Truck event finally arrived! The skies were clear, the ice cream was flowing, and smiles were everywhere. Just look at all those happy faces—we all enjoyed ourselves so much!

Pasifika: Our residents from Knox also had a wonderful time attending the Pasifika Festival!

It was a fantastic day filled with vibrant colours, traditional music, cultural performances, and delicious food from across the Pacific.



Cinema: At Knox, we always want to give our residents access to as many activities and experiences as possible, including a trip to the local cinema! There is nothing quite like a movie outing. From choosing the film to enjoying the big screen and sharing some popcorn, it is a fun way for residents to relax, get out into the community, and enjoy time together.



Our Lifestyle and Leisure room is full of games to enjoy together. If your favourite isn't there, just chat with our Thrive team—we're always happy to hear suggestions for future additions.





Everyday moments

Ngā Wā Taonga – Moments to Treasure

Here are a few snapshots of everyday moments from Knox—shared simply because they're too lovely not to be seen.
He Wā Iti, He Taonga Nui – Small Moments, Big Meaning



The Knox 100 Club

Te Rōpū 100 – Ō Tātou Kaumātua

At Knox, we are proud to celebrate a truly remarkable group within our community – the Knox 100 Club. These are residents who have reached, and even surpassed, the incredible milestone of 100 years of age. It is both an honour and a privilege to be their home, and to have them as such a valued part of our community.

Each member of the Knox 100 Club carries with them a lifetime of memories, wisdom, and experiences that most of us can only begin to imagine. Their lives span generations, and their stories reflect resilience, change, and extraordinary personal journeys. When we take a moment to reflect on all they have witnessed, it is nothing short of awe-inspiring.

Going back 100 years, the world looked vastly different. Many of our centenarians were born in the mid-1920s—a time when radio was the primary source of entertainment, and television had yet to enter the home. They lived through the Great Depression, witnessed the impact of World War II, and saw the world rebuild and transform in its aftermath. Over their lifetimes, they have experienced the arrival of jet travel, the rise of computers, the invention of the internet, and the shift from handwritten letters to instant global communication.

They have seen medical breakthroughs that have extended life expectancy, social movements that have reshaped societies, and technological advances that have changed the way we live, work, and connect. From horse-drawn transport to electric vehicles, from black-and-white photographs to smartphones, the pace of change has been extraordinary.

At Knox, we are deeply grateful to share in the lives of these incredible individuals. Their presence enriches our community in countless ways, reminding us of the strength of the human spirit and the value of lived experience. The Knox 100 Club is not only a celebration of longevity, but a tribute to lives well lived—and we are honoured to walk alongside them as part of their continuing journey.

Congratulations

Dawn Hart

Ernest McIvor

Hessie Hargrave

Evelyn Walker

Cho King

Jun Zhe Yang

100

Club

Keeping you informed – Important updates

Ngā Pānui – Important Notices & Updates

Daily newspapers at Knox

The government has recently relaxed the requirement for aged care facilities to provide daily newspapers. This change will save Knox approximately \$23,000 per year, which will be reinvested into activities that enhance residents' lives.

Daily newspapers will still be available in the Main Lounge and Olive Café for everyone to enjoy.

Crosswords can be photocopied on request, and residents are welcome to arrange personal newspaper subscriptions if preferred.

Update: Ambulance Transport Funding

Following a recent change to the national Age-Related Residential Care (ARRC) Agreement, providers are no longer required to fund emergency ambulance attendance and transport from 16 March 2026.

This is a nationwide change and not specific to Knox. As advised in the email sent to all residents and families, emergency ambulance costs may now be invoiced directly to residents.

Knox will continue to arrange emergency services whenever clinically required. We strongly encourage residents and families to consider Hato Hone St John membership, which can significantly reduce or cover ambulance costs.

Please ensure Knox has up-to-date contact details for the person responsible for any related invoices. If you have any questions, please Dianne Lee Commercial Manager via email DianneL@knox.co.nz

Thank you for reading Moments that Matter. We hope you have enjoyed these snapshots of everyday life at Knox—the creativity, connections, and moments of joy that shape our community. We are proud to share these stories as part of our commitment to whanaungatanga, connection, and community.

This newsletter is about sharing what life at Knox truly looks like, from special events and celebrations to the simple, meaningful moments that happen each day. In line with our commitment to supporting volunteers to participate in activities they love, we would like to warmly thank Angela Wei, a volunteer who completed most of the design work for this newsletter. Your involvement helps bring these stories to life and strengthens our community.

We welcome your ideas, stories, and suggestions for future editions. If you have feedback or would like to contribute to our next newsletter, please get in touch with us at vanessas@knox.co.nz.

We look forward to continuing to share the heart of our community with you.

Ngā mihi nui, ā, kia tau te rangimārie ki a koutou katoa.

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From the
Knox Team.



CARING COMMUNITY