

Support Services: Dietary & Laundry Departments TEAM AWESOME! PART 2

by Diana Hayes



André Gervais



Deb Lavigne

In our last edition of Minto Messenger readers were introduced to Lady Minto Hospital's Support Services Department with a focus on the Housekeeping component. Here we will introduce you to the two other essential elements in the trio: the Laundry Department and Food Services Department.

A distinctive feature of Support Services is the ability to recruit and employ directly from our community for the hospital, as opposed to contracting out services out to third party providers. Because the Support Services Supervisor has the flexibility to hire staff directly she is able to build a cohesive team of conscientious and committed team

members. As noted in the last edition of the Messenger in the Housekeeping article, "reliability, availability and conscientiousness on the job are critical". To ensure the many daily tasks are completed, many members of the Support Services staff are trained to cover shifts in all three functional areas, making them a superbly flexible and responsive team. It seems a small detail, but the fact that the Housekeeping, Laundry, and Food Services staff are all Lady Minto employees who can rely on each other to help carry out their responsibilities gives them an noticeable aura of team pride and commitment for their important work in our hospital.



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Moving to a Greener Lady Minto



Deanna Jenkins, Food Services



Deb Lavigne, Kitchen

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moving to a greener Lady Minto

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FOOD SERVICES

It's really interesting to hear patients, residents and staffs refer to our "Chefs" when discussing food services in Lady Minto Hospital. This is a subtle acknowledgement for the extra effort that is made to prepare and serve high quality, nutritious and appetizing meals. Where else can you find a hospital that cooks turkey and roast beef, makes soups from scratch and prepares specialty desserts on site?

Three cooks, six food service workers and four casual employees work in shifts in the kitchen to cover 12.25 hours per day, 7 days per week. One cook is assigned to cover the early shift and another the late shift. Four dietary aides cover 4 hour shifts throughout the day. Each of the dietary shifts is interconnected and heavily dependent on one another to assemble trays with meals and drinks in preparation for delivery to the patients. The Extended Care Unit requires 90 meals per day plus snacks. The Acute Care Unit, which on average is caring for 12-16 patients, requires 36-48 meals per day plus special snacks for diabetics. This requires brilliant teamwork, effective time management and cooperation.

All members are Food Safe trained and certified and follow universal precautions when handling patient dishes. As well as food preparation and serving of the meals three times a day, kitchen staff must also follow a rigorous cleaning schedule for the department. All equipment, storage and surfaces are cleaned to perfection daily. The kitchen is divided into the "Clean" area for food preparation and "Dirty" side where dishes are sanitized with industrial dishwashing equipment.

Observing the team at work is akin to observing a well tuned orchestra — each player must be synchronized to work in unison with all members of the team. It is like clockwork. ■



SALAL THOMPSON

SUPPORT SERVICES SUPERVISOR



DEANNA JENKINS

COOK AND FOOD SERVICE WORKER

“I moved to Salt Spring in 1982, where I attended high school and then after a few years away from the island returned home to settle down and raise my son. I started my career in health care at Greenwoods Eldercare society, working there from 2001 to 2015. In 2012 I completed a diploma in Nutrition and Foodservice Management and went on to manage Support Services –Dietary, Housekeeping and Laundry departments at Greenwoods. In 2015, I started commuting to Ladysmith to manage Support Service in a 100 bed long term care facility. In the summer of

It is a love for my community, as well as being able to provide wholesome home cooked meals that resonates deeply with me.

2018 I started working as a casual Cook and food service worker at LMH. In September 2018 I took over as Support Services Supervisor for Cathy Marciano’s retirement.

Joining Island Health has been a rewarding experience. I really appreciate the access to all the resources and tools provided by Island Health. Everyone within the organization and on site at Lady Minto has made me feel very welcome; it has been a rewarding and enjoyable transition.” ■

Deanna Jenkins has been part of the LMH team for 33 years, not counting her first 8 month stint in 1980. Like a number of other long term staff, she returned to work casual shifts in both the Dietary and Housekeeping Departments after retiring as Cook in 2016. Casual staff are often needed urgently with little notice and today was an example of Deanna’s dedication to the job – she worked a split shift, first as the early cook from 6:45 to 12:15 and then came back to complete the 3pm-7pm shift. She says Thursdays are sacrosanct as she reserves the day for looking after her 14 month old granddaughter.

Deanna’s first post was in the kitchen when she was only 18 years old and just out of school. After a time living away from the island she returned and was hired into Food Services in 1985.

“Lady Minto Hospital has been like a second family to many of us who have worked here over the years. There has been an exceptional support system at work. We help each other go through life events, both good and bad times and the camaraderie really makes a difference.”

Deanna recalls the year when the kitchen went through a major renovation. It was 1988 and part of many facility improvements that took place that year. While under construction, the food services staff set up a make-shift production in the Extended Care kitchen lounge. Dishes were done in a room down the hall and trays were set up in a separate location. “The stores room and freezers were still downstairs so there was lots of to-and-fro-ing to get meals out to our patients and residents, but we pulled it off and continued with this temporarily setup for six weeks while the new kitchen was being created.” ■

LAUNDRY DEPARTMENT

As with the Food Services Department at Lady Minto, the Laundry Department is one of the few facilities within our health region that runs an on-site Laundry facility and employs staff directly as part of the team (as opposed to contracting out services for these departments).

It is a very busy department and it depends on the commitment of staff to keep things running six days per week. The Laundry Aides are highly organized and efficient, relying on a great foundation of teamwork and cooper-

ation to get through the large amount of laundry processing and folding each day. Two permanent full-time staff work Monday to Friday alternating early and late shifts. The department is open at 6:00am and closes at 5:30pm. Exchange carts are stocked for the wards to cover laundry requirements on Saturdays and the Housekeeping Cleaner shift covers the duties for the department on Sunday from 10am to 5pm. The specialized equipment includes two 75lb. capacity washing machines and three institutional dryers. ■



Dovene Steele (l) and Ellen Reid (r) have worked at Lady Minto for over 35 and 15 years respectively and sure know the ropes. They are an amazing team as witnessed here at the folding table.

FOOD SERVICES & LAUNDRY DEPARTMENT STAFF



COOKS

Rhonda Menzel
André Gervais
Tammy Miller

CASUALS:

Ruth Savage
Amanda McLeod
Deanna Jenkins

FOOD SERVICE WORKERS

Allison Cox
Ruth Savage
Camille Penney
Toni Farrugia-Gamble
Deb Lavigne
Theresa Stockman



LAUNDRY STAFF

Dovene Steel
Ellen Reid

CASUALS

Deanna Jenkins
Ruth Savage

FOUNDATION CONTRIBUTIONS FOR SUPPORT SERVICES EQUIPMENT

Over the years, the Foundation has assisted the Dietary and Laundry Departments by funding a number of major purchases including two Garland Heavy Duty gas-powered ranges, two Electrolux commercial dryers, renovations to the staff cafeteria and the recently purchased Hobart Vulcan Steam Table for the kitchen as well as the Hobart Dome Drying Rack for insulated plate covers for patient meals. ■

DAILY MEALS

EXTENDED CARE

90 meals
plus snacks

ACUTE CARE

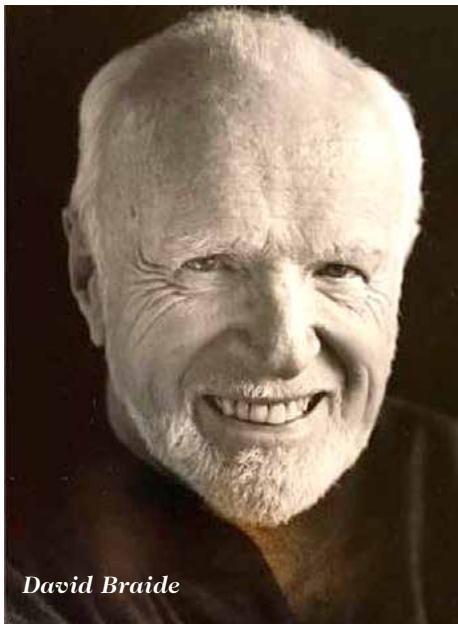
36-48 meals
(depending on census)
plus special snacks for diabetics

DAILY LAUNDRY

75 lbs
of ECU personal laundry

800-1000 lbs
of hospital laundry, bedding and towels
from ACU, ER and Endoscopy

150 -200 lbs
of miscellaneous kitchen cloths,
housekeeping cloths and mops
and staff uniforms



David Braide

MEMORIAL GIFT BENEFITS CARE OF PALLIATIVE PATIENTS

Diana Hayes, Executive Administrator

The Foundation received a special gift in memory of past board member David Braide, who died April 12, 2018. He served as Lady Minto Foundation President from 2000 to 2001 and served a full six year term as Board Director. His widow, Joan Farlinger, presented the memorial gift in September and requested that the funds go towards our palliative education program for staff. As a result, the new pharmacist, Heather Paulton, will be attending the “Palliative Care Medical Intensive” course provided by Victoria Hospice later this fall.


Joan was comforted by the excellent palliative care that was provided to her husband in his final hours by the staff of Lady Minto Hospital and particularly wanted to thank Dr. Beaver who assisted them when they arrived at ER. She shared with me many memories of her husband, including his lifelong dedication to volunteer leadership and contributing to the communities in which he lived.

Always appreciating a sense of humour, David’s obituary reads: “He would probably suggest that in lieu of flowers each of you back up your hard drives, update your security software and change your passwords.” “Since purchasing the first Macintosh in 1984 he was a dedicated Apple enthusiast, had the latest gear and was the chief technology officer of the household.”

Joan also tells us that “while he wasn’t ready to leave this earth, it is doubtful he could have scripted a better end”. “In his 91st year he took to the road in his beloved 1994 Subaru SVX, had a heart attack while underway, made it home, and was then transported to the hospital where he died with Joan by his side.”

Proceeds from the sale of David’s Subaru are now making it possible for staff to attend the medical intensive week-long palliative course in Victoria.

David was a true gentleman and contributed much time and effort on our Foundation Board. I remember him fondly and always looked forward to our meetings and his quiet and steady leadership. ■

A photograph of a flowering branch with green leaves and small pink and white blossoms, set against a textured, mottled background of blue, green, and brown.

Memorial gifts are a wonderful way to remember loved ones and to share gifts that truly make the difference for patients and residents.

Since the Foundation began the memorial gift program in 1992, over 4600 gifts have been received and a total of \$796,000 has been donated towards much needed equipment purchases.



Heather Paulson

HEATHER PAULSON PHARMACIST

**Victoria Hospice, Palliative Care Medical Intensive Course
November 2018**

Heather Paulson has been the Clinical Pharmacist at Lady Minto Hospital since May 2018. She graduated with her pharmacy degree at University of British Columbia in 2013, and then completed an Accredited Canadian Pharmacy Residency with Island Health to become a clinical pharmacist in the hospital setting. Before working at Lady Minto Hospital, Heather worked at Victoria General Hospital for four years in acute medicine, general surgery, orthopaedics, sterile products and home IV antibiotic therapy. Prior to becoming a pharmacist, Heather obtained a Bachelor of Science degree in Microbiology (with Honours, Distinction and Co-op) at the University of Victoria. Along with clinical pharmacy, Heather's interests include her family and two year old son, Gavin. ■

I am very grateful for the generous memorial donation supporting continuing education. This donation is allowing me to attend the "Palliative Care Medical Intensive" course provided by Victoria Hospice in November. This course will be extremely valuable to my practice providing palliative care to patients in the Acute Care and Extended Care areas. The role of a pharmacist in palliative care is to assess medication orders and work with the health care team to manage symptoms at end of life. I find this work both challenging and rewarding.



VICTORIA HOSPICE: QUALITY END-OF-LIFE CARE FOR ALL.

OUR MISSION IS TO ENHANCE THE QUALITY OF LIFE FOR THOSE FACING ADVANCING ILLNESS, DEATH AND BEREAVEMENT THROUGH SKILLED AND COMPASSIONATE CARE, EDUCATION, RESEARCH AND ADVOCACY.

The Education and Research Department of Victoria Hospice offers palliative care courses and training to physicians, nurses, pharmacists, counsellors, social workers, volunteers and other health care providers. The courses provide participants with the awareness, skills and knowledge needed to provide excellent symptom management and emotional support in their day-to-day work with palliative patients and families.

Each year, the Education and Research department delivers two weeklong courses for health care professionals: the *Palliative Care: Medical Intensive* course, and the *Psychosocial Care of the Dying and Bereaved* course. Both courses meet the accreditation criteria of the College of Family Physicians of Canada.

Lady Minto staff are eligible to apply for a tuition bursary through the Foundation to attend these valuable courses.



LMHF Chair's Report

Derek Fry

I am delighted to return as Chair. This is an interesting and challenging time for the board and we now have a great opportunity to bring in new talent and fresh ideas.

Together with the other officers of the board: Vice Chair, Janet Cunningham, Treasurer, Brettney Webb, and Secretary Catharine Schlenker, we have a strong team to take on the challenges this year, and we will be adding a few more community members to the board to share in the work. All of this is underpinned by Executive Administrator, Diana Hayes and Executive Assistant, Karen Mouat.

The Foundation's number one priority is, as always, raising funds for the Lady Minto Hospital. Our fundraising activities did well this year with the Phantom Ball raising just over \$60,000 and the Golf Tournament raising \$29,500. As we look to the year ahead, community support for these annual events will be vital to our being able to continue our high level of financial commitment to the hospital.

We have been very fortunate to receive seven generous estate gifts since June 2017 for a total of \$375,000 and our investment portfolio is valued at about \$6 Million as of October 31, 2018

The exciting project to build a new Emergency Department is underway in partnership with Island Health. A Memorandum of Understanding, setting out the commitments and expectations on both sides is being prepared and the Foundation and Island Health are also conducting a careful review of the proposed size and functionality of the new structure. When these two activities are completed we will be ready to start the design phases and we will call an Extraordinary General Meeting of the Society to present the results and to request funding to proceed.

The community's continued generous donations are vital to the Foundation's ability to pursue all these objectives and I personally thank all our donors. ■

CALL FOR BOARD MEMBERS

The Lady Minto Hospital Foundation is looking for members of our community who are interested in joining the Board.

Our mission is to raise funds to support the hospital and we are now engaged in the development of a new Emergency Department. We are looking for individuals who would like to work on this exciting project helping with fundraising and community communications.

Skills including communication, collaboration, fundraising and government relations would be beneficial.

If you have an interest in learning more, please contact Diana Hayes at 250-538-4845, or Diana.Hayes@viha.ca

“As partners in health and care, Island Health is honoured to work with our Foundations and our communities to improve health services for patients and families across our region. Building strong connections with patients and families, partners and communities – and between each of us as members of the Island Health team – is essential to transforming health care. Island Health is grateful for the important work carried out by the Lady Minto Hospital Foundation and for its continued dedication and commitment to supporting high quality health services for the residents of Salt Spring Island.” – *Kathy MacNeil, President & CEO*

MEET MEMBERS OF THE ISLAND HEALTH EXECUTIVE LEADERSHIP AND THE GEO 3 LEADERSHIP TEAMS

As a funding partner for the proposed Emergency Room Redevelopment Project, our Foundation Board members will be working closely with the Island Health Leadership Team.

WHAT IS GEOGRAPHY 3?

Lady Minto Hospital is part of Island Health's Geo3 Region. Island Health delivers many types of health and care services across Vancouver Island and the Gulf Islands. There are four major regions:

Geography 1: Comox Valley, Strathcona, North Island

Geography 2: Nanaimo, Oceanside, Port Alberni & West Coast

Geography 3: Cowichan, Saanich Peninsula and Southern Gulf Islands (which includes Lady Minto Hospital)

Geography 4: Sooke Region, West Shore & Urban Greater Victoria



*Kathy MacNeil, President
& Chief Executive Officer*



*Alice Gelpke, Executive Director,
Geo 3*



*Jamie Braman, Vice-President,
Communications, Planning & Partnerships*



*Sheila Leadbetter, Director,
Saanich & Gulf Islands*



*Kevin Daniel, Manager, Capital Planning
and Leasing, Geo 2 and Geo 3*



*Sara Gogo, Rural Site Director,
Lady Minto Hospital*

*This year's prize package was an all-inclusive trip to
Haida Gwaii's Langara Fishing Lodge.*

Phantom Ball?

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PRIZE PACKAGE INCLUDED

Return air travel from Vancouver to Haida Gwaii and a scenic helicopter flight to the lodge.

- 4 or 5 day trip for 2 people
- accommodation and all meals including alcohol
- private unguided 19' boat (fishing guide optional*)
- fishing equipment and marine clothing
- care of your catch, including vacuum-packing, flash-freezing, and packaging for travel home

We thank Mike Randall of Langara Fishing Lodge for donating this awesome prize! We also thank board member, Janet Cunningham, who put us in touch with Mike and can attest to the spectacular setting and fishing opportunities at Langara where she also took a trip in 2016.

PHANTOM BALL PRIZE 2018

and the Lucky Winners are Andrew and Melynda Okulitch

by Diana Hayes

Our winners this year couldn't be a better match for this wonderful trip of a lifetime to Langara Fishing Lodge, Haida Gwaii. Andrew and Melynda are adventurers at heart and their travels have taken them around the world. Andrew says that Haida Gwaii was definitely on their bucket list. They were over the moon with the news about their winning entry for this year's Phantom Ball.

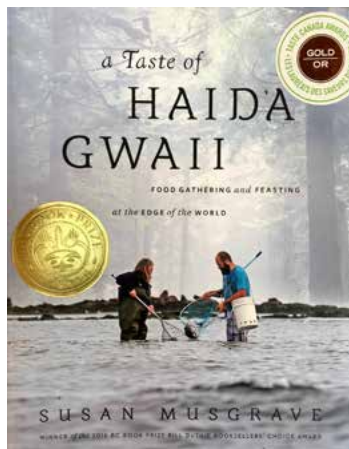


Melynda and Andrew Okulitch

Musgrave, author of more than 30 books including "A Taste of Haida Gwaii – Food Gathering and Feasting at the Edge of the World."

The Okulitches retired to Salt Spring Island after purchasing raw land in 1991 and over the years leading up to retirement they built a wonderful home with gardens, workshop and plenty of wild spaces in a private forest setting. Their home is a creation of fine workmanship and design.

"Don't put off what you can do today," could be a motto for their high-energy and passionate lifestyle. "Keep going no matter what age," Andrew says. They have already made arrangements for their prize trip which will take place in June 2019. They also plan to spend some extra time at Haida Gwaii, including the spectacular drive along Tow Hill Road from the Village of Masset to North Beach. While in the village, they will stay at Copper Beach Guest House, owned and managed by Susan



Andrew built a model of the home so that he could work on the interior building details while they were still living in Calgary. Many of the features of the house and cottage resemble the fine craftsmanship and economy of space of a yacht (they are both avid sailors and built their own boat). Melynda enjoys photography and will have many photo shoot opportunities in the natural surroundings of the Lodge and the islands of Haida Gwaii. ■

*Susan Musgrave's award winning book,
"A Taste of Haida Gwaii – Food Gathering and
Feasting at the Edge of the World"*

ANNUAL FUND PROCEEDS FROM PHANTOM BALL AND GOLF TOURNAMENT

Each year the proceeds from the Phantom Ball campaign and the Annual Golf Tournament go directly towards the priority equipment items identified for the current fiscal year.

The Phantom Ball campaign takes place each spring and has been running for 22 years. A total of \$1,195,000 has been raised. The Golf Tournament has been running now for 27 years and has raised a total of \$403,530.

For 2018/2019, the Board approved the purchase of the MP50 Intellivue Monitors at a cost of \$130,000 for our Emergency Department, Cardiac Beds and Recovery Room. The new monitors will allow staff to track heart rate, heart rhythm, oxygen saturation, peripheral pulse, respiratory rate and exhaled carbon dioxide percentage with these reliable state-of-the-art machines.

RUPERT GREY

ROMANTIC ROAD MOVIE EVENT SEPT 10 2018

by Karen Mouat



Witty, humble, engaging, adventuresome and thoughtful are words best used to describe Rupert Grey... there is no such thing as dull where he is concerned. A descendant of Lady Minto, Mr. Grey joined us at our local theatre for a showing of his film, *Romantic Road*. The film itself, a 3 month journey across Asia with his wife Jan in their 1936 Rolls Royce, is a brilliant rolling landscape of adventures with children, rivers, foreign bureaucracy, the inevitable breakdowns and connecting with the locals. What started as well-planned journey became a haphazard race to reach a Human Rights Photography Festival in Bangladesh. What began as plucky road trip reshaped itself into an unforeseen humanitarian mission.

**What began as plucky road trip
reshaped itself into an unforeseen
humanitarian mission.**



This film has been shown at numerous film festivals, including Edmonton (Best Feature Documentary), Helsinki, Victoria (Best in Fest) and Estonia, where they went wild over it.

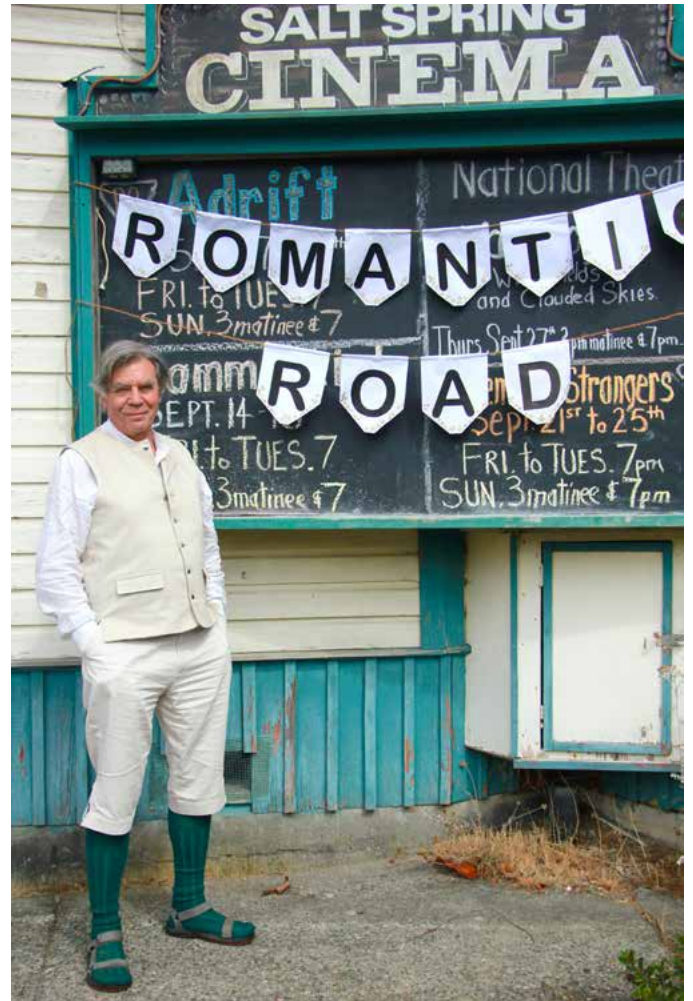
We've recently learned *Romantic Road* is getting a theatrical release in Australia and New Zealand in the coming year.

Rupert Grey has been blessed with a wanderer's soul all of his life. His biography would take you from Wellington College in the UK in 1965 to Kelsey Bay on Vancouver Island, back to study law in London, England, prospecting in the South Pacific, dredging oysters in the Tasman Sea, digging fence posts in Canterbury Plains of New Zealand and travelling down a river in Papua New Guinea in a dug-out canoe counting saltwater crocodiles to name a few. All that before he married his wife, Jan, in 1977. While photography became a large part of his life, he did return to a career as a lawyer, but the expeditions continued, only this time with Jan and their three daughters.



Rupert with Patrick and Rosemarie Keough

Many thanks to Rosemarie and Patrick Keough for initiating the Romantic Road Donor Appreciation Event on September 10, 2018. The Keoghs have come to know Rupert through their interactions with the Explorer's Club and it was our good fortune that the club was meeting on Salt Spring. Rosemary contacted the Hospital Foundation and a radiant opportunity was presented.



RUPERT GREY: "I was very touched by the response to the film; I sensed that some were taken back to memories of their own romantic roads, and for others it provided encouragement to get back on the road, to pursue dreams that may have lain dormant for a year or two. I was also very struck by the fact that Lady Minto had passed by Salt Spring slightly more than a century ago, hard on the heels of her brother the Governor General."
(Albert Henry George Grey, 4th Earl Grey was Governor General from 1904-1911).



Lady Minto

Photos from the collection of (Gilbert) Timothy Lariston Elliot-Murray-Kynynmound, 7th Earl of Minto

Rupert Grey is a direct descendant of Mary Caroline Grey, wife of Lord Minto. Lord Minto was Governor General of Canada from 1898-1904. Lady Minto Hospital is one of 43 hospitals built from funds established by Lady Minto and the Victorian Order of Nurses. To this day there are only two Lady Minto Hospitals still in existence. The second Lady Minto is in Cochrane, Ontario. ■



SHIRLEY SMITH ECU VOLUNTEER

I was hired as a R.C.A. (Care Aide) in July 1985 and worked mostly in Extended Care and part-time in Acute Care. I also worked in the Kitchen, Housekeeping, and Activities Dept. for a short time.

I enjoyed working with all the E.C.U. and Acute care staff and the many Residents of E.C.U.. They appreciated any and everything you did for them and that was rewarding in itself. I considered them all my extra Grandparents.

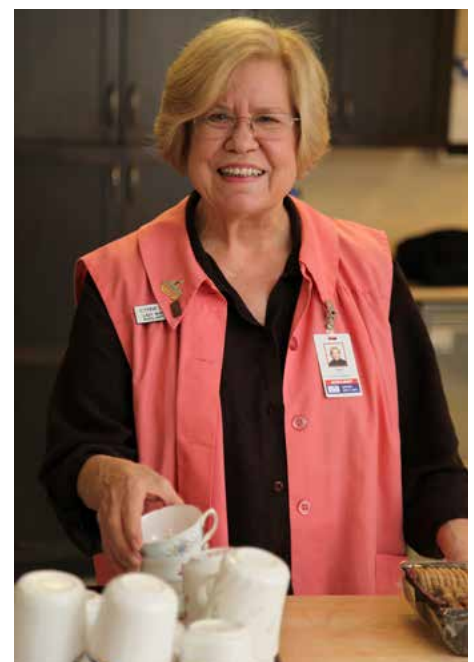
I retired from E.C.U. in May 2010 and said I'd come back and volunteer as an Auxiliary "Tea Lady" which I have enjoyed for the last couple of years. I think the residents enjoy the home-made cookies I make every week. The Lady Minto Hospital is a great hospital even with all the changes over the years. We are so very lucky to have such a place to go to when in need. ■

We would like to thank the Auxiliary and the "Tea Ladies" as well as the LMH Foundation for the support and all they do to enhance the quality of our residents' lives.

Dorothy Copeland



Kathy Darling, ECU Volunteer, and Sophie



Lynne, ECU Volunteer



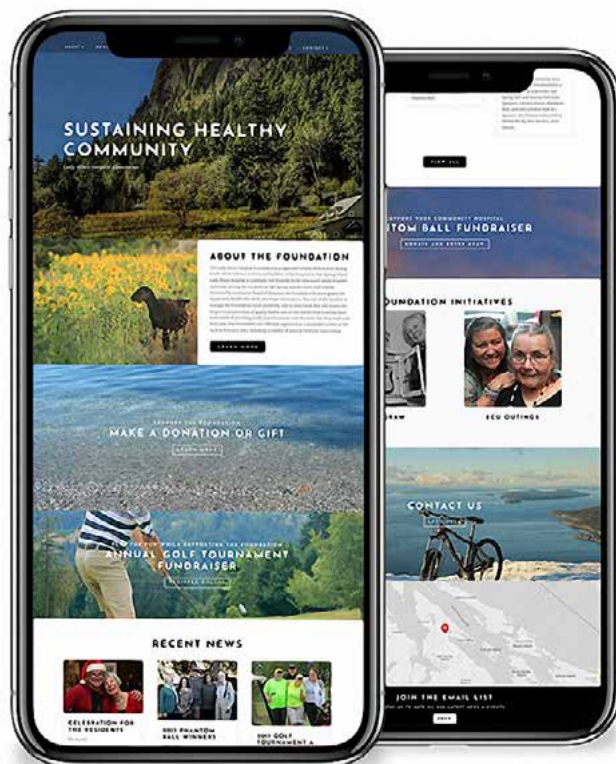
Dorothy Copeland, ECU Activities Coordinator with resident Olga Mason in the patio garden



E.C.U. resident Helga Graham dances with Margaret Mackenzie during the Prevailing Winds concert

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HEARTFELT APPRECIATION

EXTENDED CARE UNIT TEA CONCERTS THIS PAST SEASON



2018
JULY

John Gogo and Sons

AUGUST
SEPTEMBER
OCTOBER
NOVEMBER
DECEMBER

String Trio with Paula, Carol and Maryann

Alan Moberg

Women of Note

Sue Newman

Prevailing Winds with Sheilah Spense & Friends

Melissa Kodaly and her Piano Students

Valdy & Kathleen

top left: John Gogo

bottom left: Jeri and Jena Gogo

bottom right: our "Monday" piano player Mary Fraser



BENCH DONATED IN MEMORY OF MARGARET NORTHEAST



Jen Ritson, who joined Lady Minto as a candy stripper back in 1975, remembers Margaret well and recalls the Welsh-isms and humor in the staff cafeteria where she joined her for many meal breaks work volunteering on the Extended Care Unit. A close friendship ensued and Margaret's husband Trevor became godfather to Jen's younger son, Zander.

Margaret Northeast was part of the Lady Minto family and support services team for many years and worked as Chief Housekeeper for the facility's Extended Care Unit until her retirement in 1991. She is fondly remembered by close friend Jennifer Ritson (ECU Activities Coordinator), who recalls her "wonderful Welsh truisms, and even the odd cuss; she made everything sound so pretty with her Welsh accent."

Margaret's husband Trevor, daughter Ceri and son David Marsh wanted to donate something special in her memory. The bench they donated is a perfect practical gift that provides a shaded place for patients, visitors and staff to sit while waiting for a ride or having a lunch break. The bench is situated under the shade of the stately paper birch trees at the facility's garden area next to the annex and portable buildings.

In a private gathering that took place this summer while relatives were visiting from Wales, Trevor honored the bench as the first visitor, or so he thought until he heard a tiny voice from across the garden letting him know, "I was the first to sit there, Trevor!" Jen Ritson soon appeared and joined the group in honor of Margaret. They were close families and Trevor was named godfather to Jen's youngest son, Zander.

Margaret was born in Tredegar, South Wales in 1939. She had fond memories of her childhood there and retained a hint of an accent and many Welsh-isms in her speech. She immigrated to Canada with first husband, Alan Marsh and young son David in 1967. The pace of island life suited Margaret after her daughter Ceri arrived in 1968, the family decided to make Salt Spring their permanent home. After Alan's death in 1980, Margaret married Trevor Northeast in 1982. Their lives revolved around family, friends, gardening and their beloved dogs. They delighted in close relationships with their grandchildren, through phone calls, shared holidays and that wonderful thing found late in life, FaceBook. ■



GRATITUDE AND LOVE

THE MORALITY OF CARING

by Margaret Mackenzie, LMH Auxiliary, Volunteer Coordinator

***“Thank you for all you do.
You help to make our
quality of life so much better.
We are grateful.”***

These words were written by the residents of Greenwoods Eldercare (GES) and given to each Lady Minto Hospital Auxiliary volunteer at our Spring Appreciation Luncheon sponsored by Island Health and GES. It is with deepest gratitude that we acknowledge them here.

We all think of gratitude as a condition of thankfulness. Dietrich Bonhoeffer writes that “in ordinary life we hardly recognize that we receive a great deal more than we give, and that it is only with gratitude that life becomes rich.” Gratitude endures; it is not a brief response; it is sincere. In this attitude we recognize that none of us is without the need of others and that we are all also part of a wider context.

Ideally, gratitude is rooted in compassion and empathy in a universal way and in a personal openness to others. Unconditional gratitude abounds when frailty and illness strike. When coping with major adversities such as being lost in dementia, compassion and empathy become a necessity. Extended Care and Greenwoods are examples of places with a caring environment that responds to these needs. Continuous attention is needed to help those

afflicted, in helping to restore them to themselves and to loved ones, if only in part and at least for a while. The front-line workers and volunteers are called to meet these challenges.

In such situations, to love them according to their capacity to receive in the midst of their suffering is required. The

***“The role of caring
thus centres around
what medicine
cannot do. This is the
process of healing
and not curing.”***

role of caring thus centres around what medicine cannot do. This is the process of healing and not curing. Paradoxically, it is the gifts returned that are far more abundant than what one could ever repay. It draws one closer to living gratitude as a way of life.

The frail elderly may look back on life with a mixture of acceptance and rejection. A certain degree of dependency can simply make gratitude seem impossible. Yet there are simply ways, so meek and unassuming, which develop in a personal relationship with each person in love and bonding, that can bring direct emotional benefits.

At Lady Minto, to be a member of a team that works well together in these circumstances is something for which we can be grateful. There are things a team can do that

one cares for you is precious indeed. It is the presence of another in one's life which assumes depth and continuity. To be delighted in a friend's visit endorses the words of

*ngs a team can
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r people. It is
of life's gifts.*

Robert Louis Stevenson; “no man is useless while he has a friend”. These are very meaningful words especially when we are threatened with illness and where waiting and receiving become the norm of life. It teaches us what it means to be human in discerning what others need and to give it our listening ears and attention. Kierkegaard affirms this and “suggests that in thankfulness we give birth to a self-awareness that constitutes meaning.” Experiences and expression are the product of gratitude for all that one knows and has received. It is the personal nature of all experience that only comes to life when shared. In this lived experience where nothing diminishes our love and gratitude for the many blessings received, morality in caring becomes a reverence for life. ■

This brings us to the gift of friendship. To know that some-

As a measure of personal gratitude I wish to express my sincere thanks to Diana Hayes and the Lady Minto Hospital Foundation for the opportunity to pass on to readers of the Foundation's newsletter, of which Diana is the hard-working editor, my thoughts on the myriad of efforts taken to ensure the well-being of our fellow islanders. It has been an enjoyable and a cathartic activity for me, and as I move on to other endeavours I will always remember with gratitude this phase in my life.





E.C.U. RESIDENT SOPHIE BETTS CELEBRATES HER 104TH BIRTHDAY WITH FAMILY ON OCTOBER 24



Photos: Gulf Islands Driftwood

From left, standing, are daughter-in-law Karen Betts, son Ted Betts, daughter-in-law Sharlene Betts, son Brian Betts, son-in-law Bruce Marshall and granddaughter Judy Hale. Seated are Sophie Betts and her daughter Muriel Hale. Sophie Betts has lived on Salt Spring since 1990, on Mayne Island for 21 years and before that she was living in North Vancouver.



A LIFELINE

Bruce Cameron

The Inuksuk symbolizes many things in Inuit culture. Some contend they represent a celebration of humanity's survival in a harsh climate, or an important marker signifying a cache of food. Erected on a landscape bereft of recognizable landmarks, they are also much-used milestones marking the way home.

Two years ago today, I needed an incredible string of circumstances to survive. I suffered a full cardiac arrest just outside the front entrance to Salt Spring Island's Lady Minto Hospital, where my heart fully stopped. Later I would learn that the type of arrest I experienced is called a widow-maker due to its sudden onset and lethal consequences; only 7% of people experiencing it usually survive. Had it not been for the actions of two nurses, Jacquie Byron and Isy Cohen, one of whom was coming off duty at the time, or the paramedic team and their deployment of a crash cart, or the doctors and nurses in the emergency room, I would not have survived.

Other lifesaving links along that unbroken line of support included the helicopter paramedics who transported me that evening to the cardiac unit at Royal Jubilee Hospital in Victoria, the care team in the intensive care unit, and the team of experts, led by Dr. Nadra, who quickly assessed my situation and had

me in surgery to insert two stents in my artery within hours of arriving.

To say I am grateful would be a woeful understatement. Amazed and awed is more appropriate. The cool-headedness, the professionalism, the access to top quality equipment and support systems, and the round-the-clock care the team at the ICU happily provided all contributed to my survival. And throughout it all, my children, my brother Jim and his wife Sharon, and my wife Susan, helped me not only survive, but also recover and thrive.

Now, two years after the event, my thoughts go back to that lifeline of medical professionals, all along the route, doing their job so well. We have an incredible healthcare system, with amazing people who work in it to save lives everyday. I thank you, and my family and friends all thank you too. This Inuit "Prayer at a Time of Adversity" sums it up.

PRAYER AT A TIME OF ADVERSITY

**I think over again my small adventures.
My fears,
Those small ones that seemed so big,
For all the vital things
I had to get and reach.
And yet there is only one great thing,
The only thing,
To live to see the great day that dawns
And the light that fills the world.**



*Bruce Cameron with wife
Susan Lundy "on top of the
world" Mount Doug, Victoria*



WELCOME BOARD MEMBER

PAUL OLIPHANT

The Board welcomes Paul Oliphant back after a time away from volunteering as Board Director from 2014-2016.

Paul is a retired clinical psychologist from Calgary, Alberta. He graduated Magna Cum Laude with a BS in Psychology from Michigan State University. He attended graduate school at the University of Waterloo and completed his internship at the University of Manitoba. He practiced in Calgary for 30 years, specializing in treating married couples and high conflict relationships. In addition to clinical work, he also became the administrator responsible for all mental health services at the Calgary Children's Hospital.

After retirement in 2009, Paul and his wife Judith moved full time to Salt Spring where they established a home in 2000. They are the proud parents of a daughter and two sons. They also have been blessed with a delightful nine year old granddaughter.

Paul's first volunteer work on Salt Spring was with Meals on Wheels. Subsequently he joined the LMH Foundation, later becoming Vice-President and then Chair of the Board in 2015. He resigned the post when he became Executive Director of Greenwood's Eldercare. He was recruited to the position to help build positive relationships with the administrators, staff, residents and families, Island Health and the community. He retired from that position in April 2018 and joined the LMH team again after the Sept. 21st AGM. ■

Free Wi-Fi for patients and visitors at Lady Minto Hospital

Ellen Southam saw her great-grandchildren in Ottawa for the first time, thanks to free guest Wi-Fi service at Lady Minto Hospital. Ellen lives in the Extended Care Unit and used a tablet to enjoy a video chat with her family.

Free public Wi-Fi is now available for all patients, residents and visitors courtesy of the Lady Minto Hospital Auxiliary, Lady Minto Hospital Foundation, Salt Spring Exchange and Country Grocer.

"The greatest comfort often comes from family, friends and support groups – especially in times of crisis," notes Lady Minto Auxiliary President Ann Muller. "We hope that the introduction of public Wi-Fi will make patient stays a little more comfortable."

Diana Hayes, Lady Minto Hospital Foundation Executive Administrator adds, "We are thrilled to be bringing public Wi-Fi to patients and visitors at Lady Minto Hospital. We know how important a strong support network is for people who are in hospital; having internet access can help patients feel less isolated and more connected to their loved ones."



Standing (l-r): Christopher Roy (Salt Spring Exchange), Rob Lowrie (Country Grocer), Rick McKinnon (Country Grocer); and Ann Muller (Auxiliary President). Seated (l-r): Shana Hall (Manager for ECU & Community Health Services at Lady Minto Hospital) and Diana Hayes (Executive Administrator for Lady Minto Hospital Foundation).



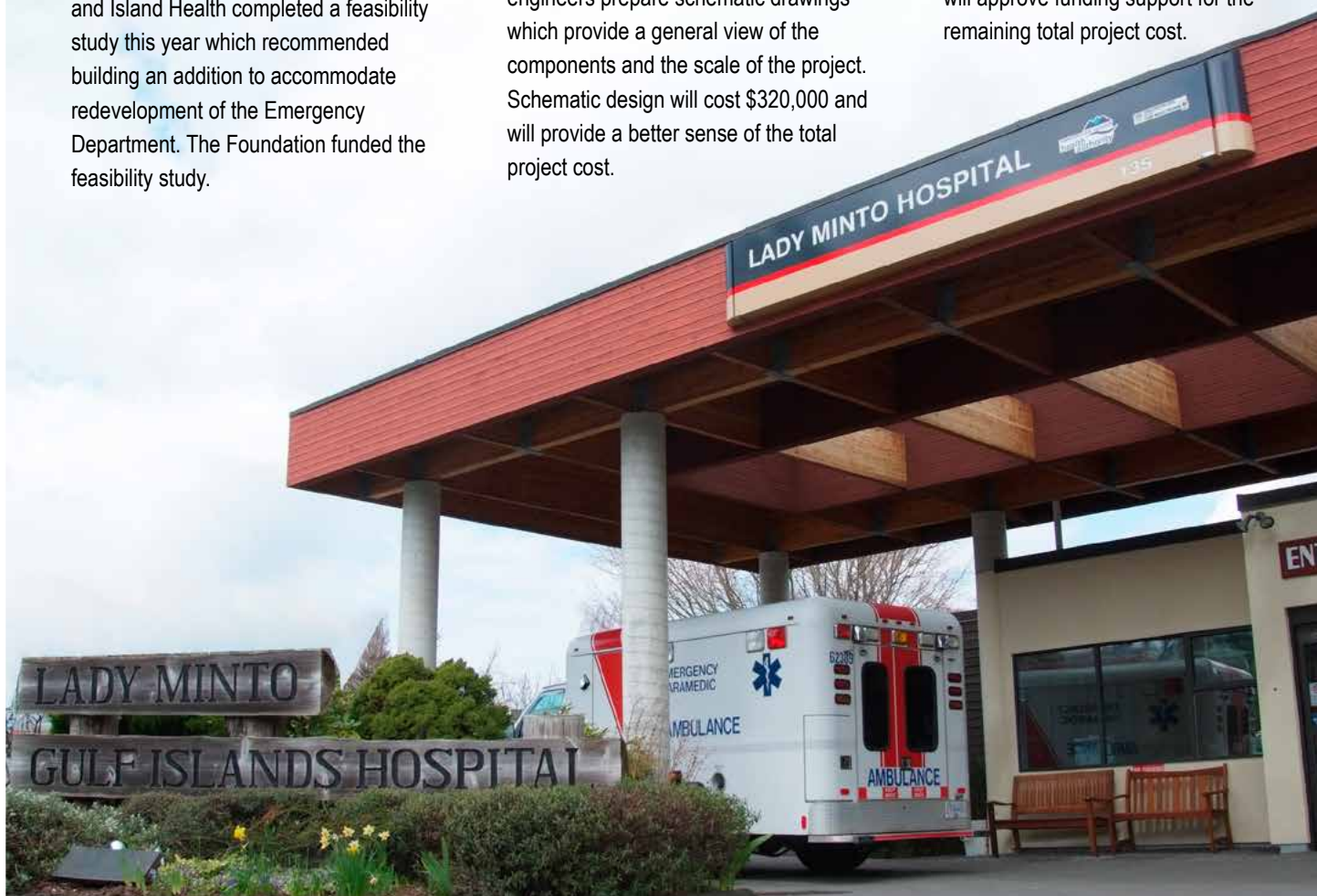
Salt Spring Exchange



Emergency Department Redevelopment

Fact Sheet

- + Lady Minto Hospital is 60 years old but continues to provide fantastic care for Salt Spring Islanders.
- + Island Health has identified the Emergency Room as a high priority area for improvement within Lady Minto Hospital. The current emergency room has outgrown its existing space and there is no space within the hospital for redevelopment.
- + Due to many competing capital priorities, Island Health has no funding earmarked for redevelopment of Lady Minto. For the project to proceed, Lady Minto Foundation must commit to provide the capital.
- + The Lady Minto Hospital Foundation and Island Health completed a feasibility study this year which recommended building an addition to accommodate redevelopment of the Emergency Department. The Foundation funded the feasibility study.
- + The proposed addition would be approximately 5400 square feet and would take about 3 years to design and build. Preliminary high level estimates suggest total cost could be in the range of \$8 to \$10 million.
- + Given the size of this proposed project and prior to starting design work, the Foundation and Island Health will next conduct a careful review of the proposed size and functionality to ensure that the cost is as low as possible without negatively impacting the functional requirements of the new Emergency Department.
- + The following step would then be schematic design where architects and engineers prepare schematic drawings which provide a general view of the components and the scale of the project. Schematic design will cost \$320,000 and will provide a better sense of the total project cost.
- + The proposed project would then be submitted to the Island Health Board and subsequently the provincial government for approval, including agreement by Island Health to meet the increased operating expense.
- + Within Lady Minto Foundation, the Board will review the proposed project cost and timing and approve funding for the design development phase which will take about one year at a cost of \$1.2MM and will produce the construction documents that will be the basis for going out to tender for the construction.
- + After the design development work, and prior to tender, the Foundation will approve funding support for the remaining total project cost.



PIZZA AND PUMPKIN CARVING DAY

OCT. 30

coordinated by the Lady Minto Wellness Committee



The LMH Wellness Committee was inspired by our Rural Site Director Sara Gogo with the goal of developing strategies to improve the hospital workplace morale and effectiveness. The committee is a random group of employees that have an active interest in making the LMH workplace “NICE”, meaning Nifty, Inclusive, Connected and Engaged as a workplace community. The group creates fun but challenging projects to bring staff and volunteers together to examine and improve specific response to common problems.

One such challenge, and an important standard to maintain accreditation, is ensuring two patient identifiers are used in every patient care encounter. Vanessa Horel, Administrative Assistant, is an avid group member who organized the recent Pizza and Pumpkin Carving Day to exercise this requirement in a fun way. “We had pumpkins donated by Bonacres Farm for staff to carve and to take home later. Each staff member was provided with a wristband with a fictitious patient’s name and date of birth and tasked with matching the identifiers to one of 58 pumpkins which also had ID bands.”

“It was great to spend time together, carve pumpkins and enjoy a pizza lunch with our peers” says Sara Gogo. Vanessa added, “We have spearheaded a few initiatives and will continue to do more in the future.”

That’s NICE. Stay tuned! ■

From top, clockwise: Vanessa Horel and Wendy Bissett who coordinated the event, Angela Anderson, Pauline Bath and Maggie O’Scaleigh, Sara Gogo and baby Blake, Sheila Leadbetter enjoying the pizza and pumpkin day festivities



STEPHAN TUOMI, EMBA, RTR, RDMS
ULTRASONOGRAPHER AND
LMH MEDICAL IMAGING DEPARTMENT HEAD

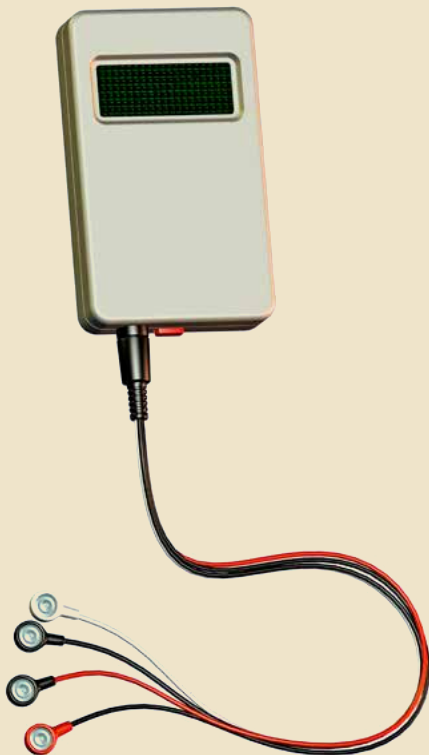
I grew up in Victoria and have worked in industry for over 12 years. I am a credentialed Medical Radiographer and Sonographer with a Bachelor's degree in Technology Management and a Master's degree in Business Administration. I come over from Victoria daily to help Lady Minto manage the Ultrasound waitlist, and support / lead operational changes within the Medical Imaging Department. It has been an absolute pleasure getting to know the community and hospital. ■



Stephan with ultrasound machine and specialized exam table purchased with a donor designed gift in May 2018

DONOR DESIGNATED GIFT MAKES PURCHASE OF HOLTER MONITORS POSSIBLE

Stephan Tuomi, Medical Imaging Department Head



A donor designated gift has made it possible to add another 48 hour Holter and a 7 Day Holter to our fleet.

In case you are not familiar with the technology, a Holter monitor is a battery-operated portable device that measures and records the heart's activity (ECG) continuously for 24 hours or longer depending on the type of device used. The device is the size of a small camera and has wires with silver dollar-sized electrodes that attach to your skin. At Lady Minto we are routinely performing 24 hour ECGs. On occasion a seven day ECG could help with the diagnosis of many conditions affecting the heart and lungs. Some symptoms may not take place during a routine heart examination; monitoring over a week-long period can be useful in diagnosis.

Why do we need additional Holter Monitors?

- Currently we have 28 patients on Saltspring Island who are waiting up to 5 weeks to receive a Holter - ECG test.
- The primary constraint is the number of dedicated outpatient Holter Monitors we have in our department.
- Patients requiring a seven day test are referred off island.

What specifically are we looking for?

- 7 Day Holter: This unit would allow us to help manage current demand and expand services. 7 Day Holter Monitors are more versatile as they can function as 24 hour, 48 hour and 7 day monitors.
- 48 Hour Holter: This unit would allow us to help manage current demand. These are the units we currently have in our fleet.
- An increase by 2 units will decrease our wait time from 4-5 weeks to 2-3 weeks.



ANNUAL GOLF TOURNAMENT

July 14, 2018

by Karen Mouat

Balloons swayed in the breeze whilst the sun shone down on an enthusiastic crowd of golfers. As they drove, chipped, putted and celebrated the 90th birthday of the golf club, \$29,000 was raised for the Hospital Foundation.

Our Golf Tournament is not just a day of play, it's an opportunity to make a difference in the lives of so many people.

We value each and everyone who comes together year after year to be a part of the success that greatly contributes to fulfilling our yearly purchase commitments to the hospital. The sponsors, donors, golfers and volunteers are what makes this come together.

Countless times, at the tournament, it's reflected back to us how important our hospital is to this community and whether they know that this money raised goes towards

special beds for the ECU residents or a medicine cart matters not. They all show up, every year.

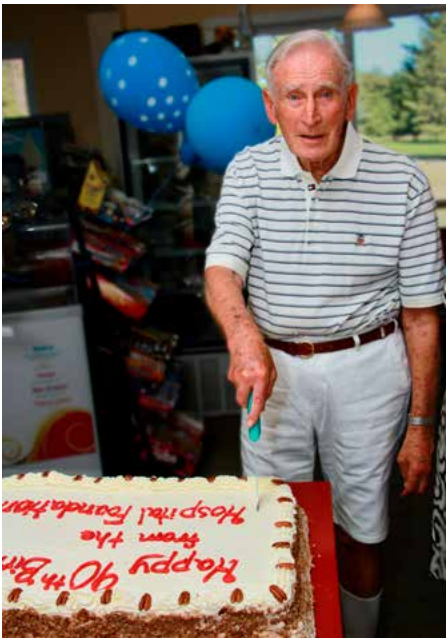
Don't get me wrong, these golfers know how to laugh, often at themselves. They arrive with smiles on their face and intent on leaving without money in their pocket. Win or lose they always remember what brought them there. Which makes this full day event a pleasure and a gift to all those involved. ■



Hewitson Memorial Cup Winners: Brett Webb, Jill Thompson, Jenny Pickering & Steve Marleau



Two of our many amazing volunteers, Maureen Zentner and Kathleen Mouat.



Peter Rowell is one of five golf club members who are all 90 years old... just like the golf club!



LMHF Company Sandbagger Challenge Cup winners, Kapa Kai Glass (Troy Kaye, Martin Harper, Kerry Marshall and Kevin Hoadley)



Long time golf tournament supporters: Key Pawn Trucking Sandbagger Team of Ken Bruce, Trevor Kaye, Kenton Sayer & John Van Schetson



YES! I would like to make a donation to the Lady Minto Hospital Foundation

You choose how your gift helps the hospital by directing your contribution to one of the following Funds or Endowment...

Enclosed is my tax deductible gift of \$ _____

☐ Annual Fund ☐ Endowment Fund ☐ Extended Care Fund ☐ Education Fund

☐ **MEMORIAL GIFTS** are a wonderful way to remember loved ones, and to share gifts that truly make a difference for patients and residents. Please include the memorial name and the name, address and relationship of the person you wish to receive acknowledgement of your gift.

Memorial info: _____

Name: (as you wish it to appear for donor recognition) _____

☐ I prefer my donation to be anonymous

Address: _____

Postal Code: _____ Phone: _____ Email address: _____

I prefer to use my VISA or Mastercard in the amount of \$ _____

OR/ I wish to make a monthly donation of \$ _____ to be charged against my account.

Account Number: _____ Expiry: _____ Security PIN: _____

Name on card: (please print) _____

Thank you for helping us to ensure that we continue to have excellent health care on the Island. Tax receipts are issued for all donations. Charitable taxation # 135048148RR0001

This form can be mailed to the Lady Minto Hospital Foundation 135 Crofton Road, Salt Spring Island, B.C. V8K1T1 or faxed to 250-538-4870

Lady Minto Hospital Foundation
135 Crofton Road Salt Spring Island B.C. V8K 1T1

