



# PARTNERS

OF THE SAANICH PENINSULA HOSPITAL FOUNDATION

SPRING 2016

## MARG TENNANT: A CAREER IN REVIEW

“Honey- your worst nightmare is about to come true”. These were my endearing words to my husband on announcing my retirement date. I’m sure the adventures we were going to have together didn’t flash through his mind, but instead the loss of his quiet morning reading space, always looking over his shoulder for the next home improvement assignment. It will be an adjustment as we determine our roles and responsibilities of a retired couple.

As I contemplate my retirement, I reflect on my 40 years of nursing and how blessed I have been in my nursing career. My career has always provided me with opportunities to change within my profession. Boredom is not a word I ever used and there was never a time I ever wanted to change my profession - there

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OF SAANICH PENINSULA HOSPITAL

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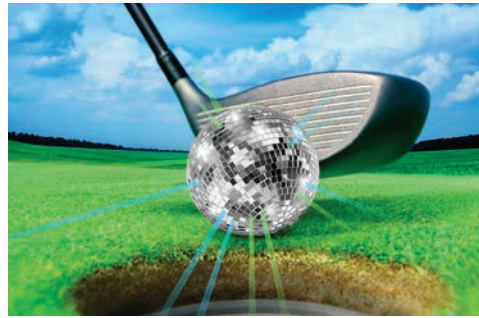
## **Volunteer Editorial Team**

*Barbara Harwood, Writer*

*Sandy McElroy, Photographer*

*Lynn Vantreight, Photographer*

## **Events Coming Soon!**



Can you dig it? The SPHF is thrilled to announce their 28th Annual Golf Tournament, to be held on Thursday, June 16, 2016 at Cedar Hill Golf Course. This year we'll be heading back in time to the 70's, when hair was big but disco was bigger! To sign up or for your chance to be a silver, gold or platinum sponsor, or to reserve your spot on the course, please contact Renn at [renn.bibeau@viha.ca](mailto:renn.bibeau@viha.ca) or 250-652-7531.



In partnership with the Saanich Peninsula Chamber of Commerce, this July the Saanich Peninsula will see a new event – a Bocce Tournament! Food trucks, entertainment and good times galore, this promises to be an exciting day to network with peninsula business members, bond and team build with employees all while supporting two very worthy causes. More details to come – stay tuned!



Out with the old and in with the new – with the New Year upon us and winter fast retreating, it can only be time for one thing – **SPRING CLEANING!** Enter the Hidden Treasures Sale, presented by Keating Self Storage, in support of the Saanich Peninsula Hospital Foundation. On Saturday May 28th, 2016, individuals, families and businesses can purchase booth space to sell their wares and join in the family friendly festivities. Who knows what you'll find! Join in the fun from 8:00am to 2:00pm and for more info contact Renn Bibeau at [renn.bibeau@viha.ca](mailto:renn.bibeau@viha.ca) or 250 652-7531.



28th  
annual

Saanich Peninsula Hospital Foundation

TEE OFF FOR TECHNOLOGY

# Golf Tournament

BOGEY FEVER



Thursday, June 16th, 1pm  
at the Cedar Hill Golf Course




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It's our hospital 250-652-7531 [sphf.ca](http://sphf.ca)  

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Marg's nursing graduation photograph, 1976.

were too many opportunities for growth! When I attended my 5 year reunion and saw the '40 years' table, I said "I'm never going to work that long." And guess what - here I am, working into my 40th year. As I reflect back on those nurses who worked 40 years, I am in awe of their dedication to their nursing careers. As I reflect on my 40 years of nursing, I know it was the perfect career choice for me.

I started my career in my home town. This is where my love of community hospitals started. I worked in an older hospital with 3 floors. The main floor housed the Emergency Department where no one was stationed on night shift but you were assigned to attend when a patient arrived. We didn't have cameras, so your adrenaline always rose when you had to go downstairs alone to answer the doorbell. You never knew what was behind

the door, so I always took my trusty flashlight as protection just in case the person behind the door was not a well-behaved emergency patient. My thought was that I could either blind the person or throw the light at them, but thankfully I never had to use that flashlight. On evenings and night shift you would assess patients, call the physician and start the lab and medical imaging machines before their arrival. Our ambulance was stationed at the hospital and driven by our maintenance staff, and our orderly would attend local calls. If the orderly was not available, I would go out on the ambulance calls. Seat belts were not mandatory and no designated drivers or taxi's existed, thus I made many ground ambulance trips to tertiary hospitals 3 hours away with very critical patients. I delivered premature babies in the back of an ambulance, I escorted critical patients via helicopter, and I delivered a baby in a car, a hallway, the Emergency Department and an elevator, just to name a few areas outside of Labor and Delivery.

I actually sharpened needles (I hear the gasps) for suturing, which were sterilized before sterile suture material was threaded. Today we use sterile, single use needles with suturing material attached. I made mustard poultices from scratch, dispensed medication out of pharmacy, cleaned and spun down our mercury filled thermometers in a centrifuge. Anyone that used the 'flicking of the wrist' technique to move the mercury remembers how much your wrist ached afterwards! I mixed chemotherapy drugs on the back counter without a hood or gloves. I transferred very heavy patients as they hung onto my neck, as this was how we were taught to



transfer. Over time, ongoing research, Infection Control, and Occupational Health and Safety have supported changes to provide a safe working environment. Equipment with mercury was removed, transfer sheets, hover mats, and overhead lifts for safe patient transfers added, and chemotherapy medications are now carefully prepared in pharmacy with all precautions in place.

It is hard to believe when I first started nursing, post-operative cataract surgeries remained in hospital for 7 days! Patients recovered flat on their backs with sandbags alongside of their head. Nowadays, in a few hours your cataract is removed, an artificial lens in place and you are discharged home. It was a hospital stay of 5-7 days after child delivery, and your baby was brought to you for scheduled feeding times and then taken back to the nursery. Today, if you choose to deliver in hospital, you are home in a few hours and that precious cargo does not leave your side. Cardiac bypass patients were admitted for

weeks – not the case anymore. Technology has changed our world and changed our service delivery for the better.

My invaluable community hospital experiences provided opportunities to work in specialty areas such as Labor and Delivery, Emergency Department, Operating Room and Post Anesthetic Care Unit. In 1990, we made the big move to Victoria from Crowsnest Pass, Alberta. I applied to work in the tertiary hospitals. It was serendipitous that I was informed of a community hospital located on the Saanich Peninsula. I immediately drove to SPH and found my way to the receptionist, who had me fill out an application. She called the Head Nurse out of surgery and within a day, I was interviewed, hired, and working my first shift in the SPH Operating Room and Post Anesthetic Care Unit. I have never looked back and remained a SPH employee for 26 years.

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WELCOME TO THE PRODUCTION OF  
**SPRING CLEANING**  
AT SAANICH PENINSULA HOSPITAL

*A one act play directed by Nicole Howlett,  
Sherman Hemion and Magda Schwartz*

Meet Nicole, Director of Support Services, Sherman, Environmental Services Manager (supporting South Island sites), and Magda, Manager of Support Services – the directors and stage managers of SPH’s Housekeeping and Food Service Departments. Nicole provided the background to this entire production by telling us about the Housekeeping team and their roles - her pride in her department is very obvious. Armed with a Bachelor of Science in Dietetics, Nicole works with Sherman and Magda to manage SPH’s busy housekeeping staff in order to meet and exceed Island Health’s high standards of infection control.

Nicole enjoys the diversity of her responsibilities and the opportunities to connect with patients, residents and family

members. Her biggest challenge is balancing the demands of the “stage” because of the ebb and flow of admissions and discharges. Magda has the same education background as Nicole, and her degree is from Kansas State University (to which she had a rowing scholarship from Stelly’s High School!). A former SPH employee, Magda recently returned from work in Prince George with Northern Health. All Housekeeping staff members are employed under contract by Marquise Hospitality, a division of Compass Group Canada.

According to the members of the Housekeeping Team, their role on the stage of SPH is to keep every corner clean and safe for staff, patients, residents and visitors. Not only do they clean every piece of equipment, from curtains to wheelchairs, IV poles to floors and public seating areas, they also aim to keep the



hospital as aesthetically pleasing as possible. What pride they take in their production!

Please take your seat as the play is about to begin...

The full cast is 25 members, with the Senior Team taking the lead in this production.

The day begins at 6:30 a.m. and we have on stage Cathy Bachman and Sarah Goodyear, the lead hands in the laundry department. Cathy started work at SPH in 1988 and when privatization and reapplication took place in 2005, she was happy to secure her role once more. These two personnel are unique in that they see the entire hospital facility. They deliver clean linen to every program, as well as personal laundry for residents. Not only do they handle resident clothing, but they launder

teddy bears and blankets as well. Cathy and Sarah label clothing for residents and wash uniforms for staff in the emergency and operating rooms. As lead hands, they fill sick calls and coordinate with nursing for the completion of isolation and terminal cleaning.



Cathy Bachman and Sarah Goodyear are the lead hands in the laundry department.

Cathy has been known to immerse herself entirely in her role. At Christmas time she can be seen making decorations for the tables for the Foundation lunch. These kinds of activities are above and beyond her regular duties and are typical of her devotion to her work. She has even

been known to make a homemade tomato sandwich for a patient who had a yearning for something special.

Sarah has a different role to play. She says that her role at SPH is mainly behind the scenes, but others disagree. She makes unique

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Lori Tourangeau,  
daytime ER housekeeper



connections with family members and shows an extremely caring and understanding approach. Many families send handwritten notes to Nicole to let her know how much they appreciate Sarah. Sarah remarked that Nicole and Sherman are outstanding leaders and that they “unlock employees’ potential.”

The next person to enter this incredible stage is Dan Barrett, who picks up all soiled linens and waste materials. He says that if he did not do his job properly, everyone would soon be aware. It is not hard to imagine the state of rooms and hallways if Dan was not meticulous. Nicole adds that in addition to his professional role, Dan has a unique ability to anticipate the needs of the hospital. When it is cold and flu season, or if there are many patients in isolation, Dan increases the frequency of his rounds to pick up gowns, fill the hand-washing liquid and

replace towels. Dan also is the hospital's window cleaner and much appreciated by patients and staff.

While these team members are continuing their work our focus moves to Mark Cowperthwaite. Mark is an Acute Care housekeeper and floor cleaner. Very knowledgeable in infection control standards, he is one of the main trainers of new housekeeper recruits. Mark has great respect for the staff and physicians he works alongside, especially Dr. Marsh. While working one day, Mark had a strange cough, and a passing-by Dr. Marsh took him aside and checked him out. “I thought him a great man for doing that” says Mark.

Marilyn McMillian is a housekeeper in ECU2. She, like the majority of housekeeping staff, has been working at SPH for many years. Marilyn works so diligently that her area consistently impresses inspectors when audited.

Every compelling drama needs a love story, and SPH is proud to present Lori Petford and her husband Randy Tourangeau. Lori is the daytime ER housekeeper and is responsible for the cleaning, disinfecting and sanitizing of the entire ER department. “Cleaning and sterilization are crucial to the total healthcare so that there is no cross contamination.” Lori delights in making residents smile, because it makes Lori smile, too. Nicole added that Lori infuses new employees with very high standards and that she is an excellent trainer.

Lori’s husband Randy is a “Jack of all trades” housekeeper who cares deeply about the



patients and residents. He has a charming, positive personality, and is able to connect with both nursing staff and patients alike. Recalling special moments in his career, Randy remembers connecting with a gentleman in Palliative Care who had built a classic Austin Healey sports car. The two bonded over their love of automobiles and one Sunday, Randy was proudly shown the masterpiece in the hospital parking lot. Randy was in absolute awe of the craftsmanship. Two weeks later this dear gentleman passed away and left Randy with an everlasting memory.

When asked about their work in this huge production, each team member remarked on the camaraderie between the staff, the respect with which they are treated by the Medical team, and the satisfaction gained by working in a smaller hospital. Everyone knows everyone by name. Almost all Housekeeping members live locally and have had children or other family members treated in the hospital. Because they know it is their greater community, they are determined that cleanliness must be of the very highest standard. Nicole knows this because she receives compliments every day from nursing staff, residents or visitors.

Will all Housekeeping staff please enter the stage and take a bow. The SPH family wants to give you a standing ovation. ■

*By Barbara Harwood*

*Photo credits: Lynn Vantreight*

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These have been fabulous years, always exciting and challenging. As everyone knows, I have a Type A personality and love challenges and continuous learning. I have had the privilege to work on Surgical, Medical, Palliative, Operating Room, Post Anesthetic Care Unit, Endoscopy, Surgical and Medical Day Care, MDRD, Emergency, Labor and Delivery and Post-Partum Unit. These experiences supported my roles as a Clinical Nurse Educator, Clinical Nurse Leader, Clinical Coordinator Emergency and lastly, as SPH Site Director. These leadership roles provided opportunities to serve and support Island Health's vision and values to provide "Excellent health and care for everyone, everywhere, every time." During my varied roles there have been very few experiences that have been more rewarding than a patient or family member expressing their heartfelt gratitude.

I'm on an emotional roller coaster right now, and as excited as I am to spend time with my granddaughter and share new adventures with my husband, it is difficult leaving the SPH team. SPH is a wonderful community hospital where a true sense of ownership and belonging comes to life. To every patient and family member I have been privileged to care for, and to everyone I have worked with at SPH, in our community and in other facilities in Island Health, you have left me with memories I will cherish forever, and an imprint on my heart. ■

*By Marg Tennant—Galt School of Nursing  
Grad 1976—Retired 2016*

Talking to SPHF Board Member Shelley Mann is like entering Aladdin's cave—everything is positive, cheerful and bright.

When asked why she wanted to be on the Board of the Saanich Peninsula Hospital Foundation, Shelley explained that after having completed an eight year term on the Victoria Real Estate Board, her last year as Past President, she realised she wanted to direct her efforts to the peninsula. Her family has lived on the peninsula for many years; she attended Parklands School, as did her children, and she is very proud of her family roots.

Because of her connections in this area, Shelley wanted to give her time and efforts to



## BOARD MEMBER SHOWCASE:

*Shelley Mann*

an effective organization that promotes superb care for the community. When she first toured SPH and was shown the many upgrades and specialty training the Foundation had made possible, she was “blown away” by the diverse additions to the hospital.

But why the hospital? Shelley's daughter was born there, and her grandmother passed away there. When her father had a stroke some years ago, part of his recovery was in SPH. In her third year of service on the Foundation Board, Shelley smiles and says “it is an honour to be a member and I am very proud to have

been nominated and accepted to the Board.” One of the most memorable days in her tenure was the unveiling of the wonderful totem poles created by the four First Nations carvers in July 2015. Shelley felt that the partnership of organizations that funded this project had really shown the whole community that everyone is welcome.

She devotes an average of three to four hours a month to the SPHF (with exceptions for special events and her fundraising efforts), and loves being with her Board colleagues, who are truly dedicated men and women. In her professional life as a realtor, Shelley is a vocal

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## Getting to Know You, Getting to Know All About You:

*A Letter from a Long-time Business Donor, Dr. and Mrs. Larry Green*

I was born in Northwestern Ontario and attended Simon Fraser University for my Bachelor of Science before moving to the University of Western Ontario to pursue my medical degree. It was during my internship in Hamilton that I met Paula, who was working as an RN at the Hamilton Hospital.

After we married, I entered General Practice with the military and moved to several military bases across the country. Fast forward to 1983 where, after a variety of countrywide moves and the birth of our three children, we found ourselves on Vancouver Island. I began a part-time Ophthalmology practice in Sidney and ophthalmology service at Saanich Peninsula Hospital. Our first cataract surgery was in the fall of 1984.

With our children now grown, Paula and I spend time working, pursuing interests, and

supporting causes that are important to us. Paula enjoys genealogy and has taken up golf, at which she is quite accomplished. She excels at photography and has shared some of her beautiful travel photographs with patients at the office. I myself am an active curler and have built an ultralight aircraft, for which I have my pilot's license. Over the years Paula and I have enjoyed the local First Nation artists and many of their works are on display in the office. Of course, one of our favourite pastimes is being grandparents - both Paula and I are thrilled to visit our two beautiful granddaughters in England.

My family and parents have all been cared for by community physicians at SPH and my children certainly utilized the emergency department and hospital. One child had become such a frequent visitor to ER that the nurses knew him by name, and some years

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later they continued to ask after his well being. My mother spent several years in Extended Care, where she was very well cared for. In every case when the option arose to go to a nearby hospital or go to Saanich Peninsula Hospital, the choice was always SPH.

Though the facilities and equipment are constantly updated (much of it because of the donors of the peninsula and the hard work of the Foundation), SPH continues to offer the down-home hospitality it has become known for. Both Paula and I recall a time when patients were provided with a small meal after cataract surgery, and when budget cuts removed that privilege, Paula baked muffins to give the patients a feeling of well being (as they had gone for several hours without food). Paula baked many hundreds of muffins, and to this day, there are patients who still express their appreciation for her hard work. Nurses would put the muffins in a blanket warmer to ensure they were kept warm! That kind of attention could only have been given in a community hospital.

SPH is in a unique position as a small community hospital in the shadows of two large tertiary hospitals. I think in similar situations, the smaller hospital would tend to

be bypassed by patients feeling they could be better cared for at larger institutions. This has not been the case for SPH, which has maintained its community connections. It is a

general practitioners hospital, where local physicians care for their patients, and most of the staff live on the peninsula. As a physician at SPH, it has been a great experience. In the early days of ophthalmology, the nurses in the OR and on the surgical wards had to learn new skills and handle unique problems associated with ophthalmology and ophthalmic surgery. The general practitioners, who at that time did anaesthetics, also had to step outside

their comfort zone to take on the challenges of eye surgery.

This is a hospital and community that have withstood great adversity. SPH has developed a strong sense of partnership and involvement that can only be looked at with awe and envy by other facilities. SPH has adapted over the years by maintaining our extended care, medical and surgical wards as well as adding palliative care and increasing emergency and day care surgery capabilities.

Paula and I have enjoyed supporting many of the Saanich Peninsula Hospital Foundation





events. I have some special memories of an early record-setting Foundation fundraiser, which was designated to raise funds for two eye lasers for the hospital. It has since been surpassed with subsequent fundraisers due to the skill and enthusiasm of the Foundation team. I enjoyed being honorary chair at one of the annual golf tournaments where we were able to significantly increase the participation of our local physicians and staff.

I would strongly encourage fellow businesses to support the hospital. This is a no-brainer type of investment - it's a win-win for everybody. How can you lose by supporting such an involved and successful community project such as Saanich Peninsula Hospital Foundation and the Saanich Peninsula Hospital? Your family will be happy, your parents will be proud of you and your customers will be impressed by your community support. Like I said, it's a no-brainer.

It is reassuring to know that the hospital is a community hospital, run by the community, for the community and that it has the up to date equipment and resources needed to provide the best level of care possible. Perhaps I could put in an advanced reservation for a spot in extended care as I understand these are hard to come by! ■

*Edited by Barbara Harwood  
Photo credit: Lynn Vantreight*

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advocate of the Saanich Peninsula Hospital, is always impressed when she speaks to community members who value the hospital and have made bequests because of the wonderful treatment they or a family member have received.

As a mother, stepmother, grandmother and enthusiastic realtor working in Sidney, Shelley leads a very busy life. Not too busy, however, to recently have launched the Saanich Peninsula Chapter of 100 Women Who Care. This group of 125 plus women meet for one hour four times a year. Every member donates \$100 at each meeting to raise money for very deserving local charities.

How fortunate the Foundation is to have such a vibrant, dedicated person on their Board of Directors. From everyone at SPH, thank you Shelley, for giving your time and enthusiasm to the Saanich Peninsula Hospital Foundation. ■

*By Barbara Harwood*

# Donor NEWS



There was dancing (most of it done sitting) on November 9th, 2015, when local group Mile Zero serenaded the SPH's Extended Care Units. Not only did they provide electrifying entertainment, they also presented the Saanich Peninsula Hospital Foundation with a generous donation. A big thanks from the whole Hospital goes to Mile Zero. We are forever grateful!



The hospital is always a special place at Christmas time. The halls, walls, entrances and exits – every nook and cranny was decked with decorations not only from the volunteers, but also our wonderful gardeners, Sheila and Jamie Weitman. Sheila and Jamie graciously donated their time to install all of the twinkling lights for everyone's enjoyment.



The Oddfellows Rebekah ECH Committee is a committed organization whose members regularly visit us with a donation to be used to supply treats for the residents of Extended Care. Christmas came early this year, when Oddfellow members Gordon Gale and Gordon Moffat delivered their gift for Saanich Peninsula Hospital ECU.



The Knit and Chat ladies of Amica at Beechwood Village were busy again this year. Proceeds to the Foundation from all of their hard work amounted to \$650.00. Thank you for creating all the warm comforts to help us get through this winter season.





Employees at the various locations of SeaFirst Insurance Brokers chose the Saanich Peninsula Hospital Foundation as the recipient of the January – June 2015 charity drive. Every six months, the staff committee considers various local or provincial charities, and designates one to receive the employee contributions. These contributions are collected by way of a weekly (Wednesday) ‘Jeans Day’. Everyone from the President on down must ‘pay’ \$5.00 for the privilege of wearing blue jeans for the day. Their goal was to reach \$2,500.00, however they surpassed this easily and were happy to submit a grand total of \$4,025.00 to the Foundation!



Elaine Smith and Johanna Paper

Home specialty shop, Muffet and Louisa, has been hosting a cookware draw for many years. This year, an additional item was donated by Laurie Dittrich. Along with the All-Clad cookware, Laurie provided a Rodan Virtual Skin Care Clinic basket. The winner of the cookware was Elaine Smith and the winner of the Rodan Gift basket was Joyce Manning. We would also like to congratulate Johanna Paper, a fixture at Muffet and Louisa and master ticket seller extraordinaire.



## Newsletter e-version

If you wish your newsletter to arrive via email instead of printed matter, please email either Karen or Lesley at [Karen.Morgan@viha.ca](mailto:Karen.Morgan@viha.ca), or [Lesley.Webb@viha.ca](mailto:Lesley.Webb@viha.ca). We would love to decrease your paper, but still give you the opportunity to view a great newsletter online.

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