



# PARTNERS

OF THE SAANICH PENINSULA HOSPITAL & HEALTHCARE FOUNDATION

SUMMER 2019



## HEALTH CARE IN OUR COMMUNITY: A PUBLIC FORUM

The Canadian Federation of University Women (CFUW) approached Karen Morgan about co-hosting a community information session regarding the current family physician shortage, and the Foundation's fundraising campaign. This campaign to support the recruitment and retention of doctors on the Saanich Peninsula has certainly garnered a lot of public interest, and it seemed a great time to share the news about what the campaign has

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*Barbara Harwood*

*Beverly Lewis*

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achieved, and give the community an opportunity to share their own thoughts about possible solutions.

It's estimated that 25% of the Saanich Peninsula population is without a family doctor, and as that affects all the municipalities, the Town of Sidney, Central Saanich, North Saanich and the District of Saanich also all partnered to make the Community Forum possible. Stasia Hartley from Bayshore Home Health kindly agreed to moderate the session, and keep all the presenters on track!

It was strong turnout on Saturday May 4, with 229 community members filling the Mary Winspear Centre's Bodine Hall. People had come from all four municipalities and spanned a range of ages. Cliff McNeil-Smith, Mayor of Sidney, opened the forum with some remarks about the strength of our community and the history of the Town's support for a new Primary Care clinic. He handed on to the Foundation's Karen Morgan, and Dr Ambrose Marsh, a family physician in Sidney as well as Medical Director for the Saanich Peninsula & the Gulf Islands. They explained how the current doctor crisis has come about, and some of the ways the Saanich Peninsula Hospital & Healthcare Foundation (SPHMF) has been trying to address the issue.

*Q1: What do you think will help improve access to health care, increase the number of physicians, medical personnel and clinics in our community, and shorten wait times for tests and procedures?*

It is not a new issue. As far back as 2012 the Saanich Peninsula Hospital was experiencing significant problems in the Doctor of the Day program. Too few doctors were available to staff the hospital, and with more doctors approaching retirement they knew that the problem was only going to get worse. Recruitment of new doctors has lagged behind the rate of retirement, and this seemed like an area that needed investigation. The Foundation took steps to create incentives for hospital service at the same time as supporting the establishment of a new society, the Saanich Peninsula Primary Healthcare Society (now Shoreline Medical).

Shoreline Medical has been actively recruiting new doctors to the Peninsula at their (soon-to-be expanded) Sidney clinic, and at the newly opened Shoreline Brentwood. They have done this by offering a different practice model, one that is managed, multi-disciplinary, collaborative and within up-to-date clinic space. The SPHMF fundraising campaign for 2018/19 has raised \$1.75 million to support this Primary Care model.

*Q2: What kind of relationship do you expect to establish and build with your family physician, now or when you get one?*

After hearing from Shawna Walker, Executive Director of Shoreline Medical, and Sienna Bourdon, the Medical Director, the audience also heard from some of the new doctors recruited to work at Shoreline. This gave a unique perspective and allowed a deeper understanding of some of the barriers that newly licensed doctors face as they embark on their careers.

At this point each table was asked to discuss two questions. - What do you think will help improve access to health care, increase the number of physicians, medical personnel and clinics in our community, and shorten wait times for tests and procedures? - What kind of relationship do you expect to establish and build with your family physician, now or when you get one?



There was a busy hum in the room as participants got down to their discussions. There was some laughter and people were enjoying themselves, but they were taking it seriously too. Most tables came up with multiple suggestions for each question, listing them on a flip chart.

The moderator then went table to table and asked for the number one answer for each of the questions. Where an answer had already been made by a different group they moved on to the second suggestion from the list etc. In that way we heard a diverse range of suggestions. Up on the stage at the front were Adam Olsen, MLA, the four representatives from municipalities, speakers from the Foundation, from Shoreline Medical and several doctors. They listened along with the audience, taking in the range of perspectives.

We are grateful to the CFUW for collating all the flip chart answers. Their findings are that:

- Attendees strongly wanted improved access to health care and are quite willing to embrace a team approach as long as

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individuals have a doctor they see most of the time, with whom they can establish a long-term relationship.

- They favour adding allied health professionals to the team to realize efficiencies, improve care and achieve better coordination for both themselves and the health system.
- They advocate for a new funding model to support a new delivery model and incentives to entice and keep more physicians on the peninsula.

After the event Stasia Hartley commented: “I was really inspired by how many of the community came out to the health forum. It was also great to learn about and understand the model of the Shoreline Medical Society; they have done a great job of recruiting doctors, though there is still more work to do.



Stasia Hartley (R) with a participant from the Public Health Forum

When I asked the question, ‘who does not have a doctor?’ and more than three quarters of the room raised their hands, it was impactful! This crisis will not be solved by one entity, it is going to take a community working together and a commitment from all levels of government to get close to resolving this crisis. The health forum was a great initiative, now we need to act upon some of the suggestions and realize that the future of health care and how we manage it, has to change.”

Thank you to everyone involved in organizing the event, and to the many community members who came along to share their views.

By Deborah Rogers ■

**February 11, 2019**

Shoreline Medical opened the

**SECOND**

primary care centre in  
Brentwood



They have a combined team of

**16 family physicians**



**Walk-In  
clinics  
provide**

**17,500**  
patient  
visits/year  
at Shoreline  
Medical



Since opening in 2016  
**Shoreline Medical**  
have attached  
**3,800** Peninsula  
residents

# A Time for Celebration (and construction!)



Dr. Andrea Lewis, Shawna Walker and Dr. Sienna Bourdon



Donors Audrey Waugh and Jackie Day



Plans for the Shoreline Medical expansion drew a crowd



Dr. Andrea Lewis talks to a guest about the plans for Shoreline Medical expansion



Mayor Geoff Orr speaks to donors Don & Ruth James



Guests check out the work in progress at Shoreline Medical Sidney

On April 25th 2019, a Tea was held at the Mary Winspear Centre in Sidney to offer thanks for donations towards the building upgrade for the Shoreline Medical Sidney centre at 2A-2379 Bevan Avenue.

On a beautiful sunny afternoon between 200 and 250 people gathered to hear about the progress of the work. Members of the Saanich Peninsula Hospital and Healthcare Foundation Board, Mayors from the three local municipalities and members of the Shoreline Medical Society were in attendance.

Paul Hames, the President of the Saanich Peninsula Hospital and Healthcare Foundation gave an overall picture of the history and the progress to date. He introduced Shawna Walker, the Executive Director of Shoreline Medical Society, who reminded the audience that the Peninsula's

shortage of doctors is desperate. She spoke about the team-based model of care at Shoreline Medical and how it will attract new doctors because of the work-life balance, the support of the team, and the interesting work both in clinic and at the Saanich Peninsula Hospital.

Guests were then invited to the site on Bevan Avenue where the refurbishing of the building was explained in detail by architect Sylvia Bonet of Finlayson Bonet Architecture Ltd. Her enthusiasm for the project was infectious, and her extensive knowledge of the model of care was noted and appreciated.

*The campaign is very close to its goal of \$2 million: only \$300,000 to go!*

By Barbara Harwood ■

## Foundation thanks SPH Staff for a Job Well Done!

When the Foundation wanted to pay recognition to the nursing staff in the hospital, Troy Courville was the unanimous choice of the staff.

Troy was born in Victoria and moved to the peninsula as an accident prone seven-year-old. Having spent a reasonable amount of his youth getting sutures and casts at SPH, he enrolled in the Associate of Arts Diploma program in Nursing at Camosun College.

Nursing diploma in hand, Troy ventured up to Comox and worked with a medical surgical and paediatric nursing team for two years. Then a family member suffered a stroke and was air-lifted to St Paul's Hospital. Troy visited his uncle and was offered a spot in the Critical care program at St Paul's where he spent eleven years working in Emergency, Intensive Care and Coronary Care. During this time, he also became a certified flight medivac nurse and a team member at the Centre for Disease Control (STI HIV and Hepatitis Division).

Aging parents led to a move back to Victoria with wife Annette, daughter Emma and son Joshua. For a while Troy commuted to work full-time in Vancouver and picked up occasional shifts in Nanaimo Intensive Care.

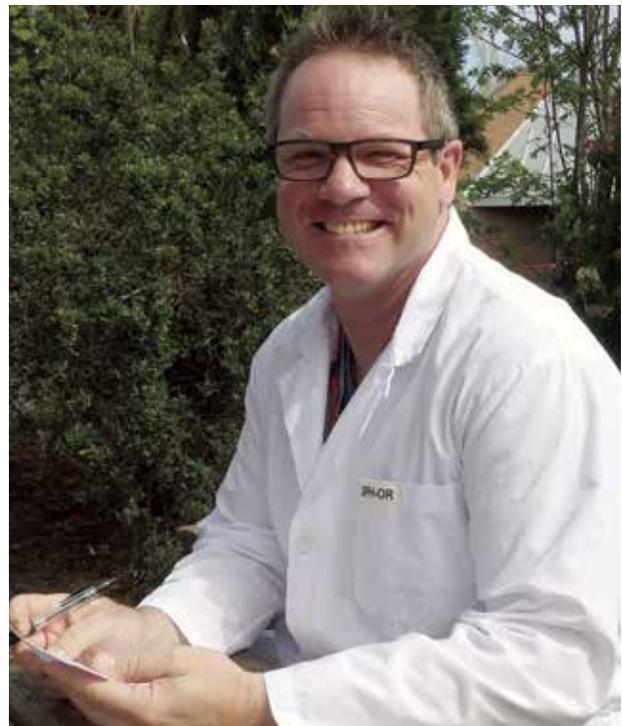
Next Troy was hired by KCI Medical in Victoria, a private sector job in which he helped introduce "vacuum-assisted wound therapy" to hospitals on Vancouver Island. However, he longed for front-line care. He rejoined Island Health, working in both RJH and VGH intensive care units for 15 years,

while completing a BScN in Nursing at the University of Victoria. Troy moved to SPH in 2016 to work in the colon cancer screening program.

Troy decided to retrain and become a perioperative nurse and successfully completed the Island Health OR program. Within a year he rejoined the SPH team in CSO site operations and then became the successful applicant for the Clinical Coordinator of Surgical services and Endoscopy.

Troy has enjoyed his diverse, exciting (and very full!) career in nursing, believing it to be a great fit for both men and women. If you are interested in caring for others, have a desire for life long learning, need a stable income, and want to support your loved ones, all of this is possible within the scope of nursing practise.

*By Barbara Harwood* ■



## Troy's view of SPH's Future

*"You don't have to be a large tertiary care facility to be the best. SPH has a culture of caring, collaborating and community and those strengths can put us out front in the race to providing better care. Challenges supporting an ageing community both in the hospital and community will continue to be front and centre in future care decisions.*

*To support our aging population, minimally invasive surgery (MIS) is often utilized to prevent protracted recoveries after surgery. As with all technology, changes are frequent and improved outcomes are achieved with better*

*optics, instruments and equipment. Currently the MIS at SPH is almost ten years old and was moved to the new operating rooms when they were built seven years ago. This older equipment is now showing its age and will need to be replaced to continue our surgical program.*

*Thank you for all your support over the years, I am extremely excited about our future in this growing community and look forward to being a part of the Saanich Peninsula Hospital and Health Care Foundation success story with you."*

## Did You Know?

The Saanich Peninsula Hospital now has a state-of-the-art Phaco Centurion Vision System. It's a laser system used in the OR for removing cataracts. The \$150,000 cost of the new specialised machine was covered by the Saanich Peninsula Hospital & Healthcare Foundation, thanks to generous donations from the community.

Saan Pen's new Ophthalmologist Dr Yang sent us a note: "It's a huge step forward in treating blindness, thank you on behalf of patients and the team." We are thrilled to know that our community members will be able to receive treatment close to home due to our incredible staff, and their new equipment.



# 07.07.19

FESTIVITIES BEGIN AT 1PM

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## Collection Chair Makes Life Easier

*Late last year, the Manager of SPH's Lab, Sabrina Bayliss, approached the Foundation with a request. They frequently need to take blood samples from ambulatory patients in the Emergency Room, and there is no good place to do this. Would the Foundation help by purchasing a collection chair? Our answer was "Of course." A lab collection chair was ordered and it was placed in a quiet room in the ER. Lab staff were so thrilled with this advancement in their ability to provide timely and appropriate care that they sent us a photo, along with their thanks to donors.*





## Meet Tanya, New to the Team

Tanya Chalmers is a very friendly person who you may have seen in the Foundation office. You may have also wondered about her role. She is responsible for all the accounting duties and financial reporting. Tanya works with the team to ensure the provision of accurate financial information to the Board.

Tanya is a Chartered Professional Accountant (CPA) who was born in Edmonton on “the coldest day of the year”. Shortly thereafter, at the age of eleven months, the family moved to the Cowichan Valley. At the age of nine, Tanya and her mom moved to Victoria, where she attended Willows School, Oak Bay High School and then the University of Victoria. Her degree was in Science and she thought she would pursue a career in medicine. However, after four years working at Science World she changed course to finance. Tanya pursued her Chartered Accountant designation through KPMG and completed her qualifications in 2010.

After working at KPMG’s Vancouver office, Tanya moved to Rainmaker Animation and Interfor Forest Products. When she married her

husband Travis, who is a commercial pilot, they decided to move from downtown Vancouver to Fairfield. The family, now including children Audrey and Elizabeth, live in a lovely house with a well-used garden.

Travis and Tanya truly share the upbringing of their girls. This is possible because they work different hours.

Tanya is delighted to work for an organization where she feels she’s having an impact in the community. The Foundation is equally delighted to have such a highly qualified team player overseeing its financial health.

*By Barbara Harwood* ■

# We ♥ volunteers!

Volunteering is at the heart of our community and we wanted to spend National Volunteer Week celebrating and thanking some of the people who give their time and expertise to the Hospital and the Foundation. We introduced some familiar faces — and some new ones — over the week on social media and sent a huge, heartfelt THANK YOU to everyone who supports the work we do at the Foundation, including our volunteer board, and everyone who helps at our events.



Meet **Donna Petroski**, SPH Guiding Star, and Palliative Care Unit volunteer. Donna has been volunteering her time and energy at SPH for 16 years! She finds it very rewarding: “It has enriched

my life, and has taught me new skills.

The work I do here at the hospital is very gratifying and has brought me new friends, and improved my self confidence.”

Volunteering at SPH makes Donna feel part of the community. “Working with others benefits your social life and the more you give to others, the happier you become!” She received the Sovereign’s Caring Award from the Governor General in 2016. Donna we are so grateful for all your years of commitment to the Saanich Peninsula Hospital, thank you for your passion!

“My dad used to say that the best way to be happy is to make others happy and I’m trying to follow this rule he taught me.”

**Anonymous** is a mealtime host in the ECU. He believes “if it makes someone’s moment enjoyable; if you cheer up that patient at the hospital — because they are in a very vulnerable position — I think that makes volunteering worthwhile, even if their happiness is only for a short time. I chat with patients. I’m trying to cheer them up and it genuinely makes me happy. Some of them don’t have family members to visit them. I try to say hi to everyone and remind them that they are not forgotten at the hospital.” We love to see his smile and know our residents respond to his youth and energy.

He came to Canada as a refugee. He is very grateful for the life that Canada has given him, and sees volunteering as one of the ways that he can give back to society and show his gratitude. “I believe that if you are living in Canada you are very fortunate and you should share the happiness and your good fortune with others. This is one of the main reasons I volunteer at SPH, to pay back my portion. If we share the happiness of our fortunes I believe we can have a thriving and more tolerant society, and a happy society.” We applaud your volunteer attitude, and wish you well with your studies in the Fall!

**Beverly Lewis** has just joined the Foundation in the last year as a roving photographer for events held on the Peninsula.



“Having only volunteered for a year I am learning there are many more avenues of volunteering within this community and the ability to give back to a community that I have lived for a large portion of my life. I look forward to learning more and perhaps volunteering even more, as I see there is a lot to this organization to keep me active for a very long time, and any time volunteering is totally worthwhile.” Beverly suggests: “If you have never volunteered in your community today is a great day to start. There are many smiles and stories to share with your neighbours, and make some new friends.” Thanks Beverly, we’re so happy to have you on our team.

*And...*

For the past ten years, **Barbara Harwood** has written articles for our Donor Newsletter ‘Partners’. “Volunteering for SPHMF gives me a feeling of satisfaction. I meet some of the most wonderful people on the Peninsula whether they be donors, hospital staff or members of the public at large. They enhance my world by letting me share theirs. They are generous with their time, their knowledge and their courtesy. Over the years I have volunteered in various capacities, but my time with SPHMF has been the most rewarding. I look forward to being able to contribute for a few years to come.” Thank you Barbara we value your contributions to our newsletter, and to the Foundation.



**Ellen McKenzie** has been volunteering as an Admin Assistant at the hospital for

five years, scheduling volunteers for the Palliative Care Unit. “My role allows me to work from home, averaging 32 hours a month. I enjoy working with all of the PCU volunteers and greatly admire the work that our Volunteer Coordinator does to make sure that this hospital has only the best volunteers.”

Ellen says that “Volunteering at SPH has enabled me to give back to my community. My late husband received such excellent care here and, after his passing last summer, I was able to commit to a volunteer position in the Medical Imaging Department. I get to greet patients who require X Rays, set them at ease, and allow the Technicians time to do the jobs for which they have been trained.” Ellen, your commitment to the hospital is incredible, thank you for all the hours you share with us.



To round off National Volunteer Week we’d like to introduce **Lindsay Meissner**, Coordinator, Volunteer Resources. Lindsay takes care of all our volunteers and makes sure their talents and skills are used to best effect at Saan Pen. “We have a wonderful mixture of experienced and new volunteers eager to volunteer alongside you. From bingo, chair yoga, gardening in the ECU, to supporting patients in the ER, Palliative Care, and Medical Imaging, there’s something for everyone. Staff here are thrilled to have volunteer support, so you’ll feel appreciated from the start!”

If you’re interested in finding out more, please get in touch: [Lindsay.Meissner@VIHA.ca](mailto:Lindsay.Meissner@VIHA.ca) or call 250-652-7519 By *Deborah Rogers* ■

# *A Letter:* the Rewarding Life of a Volunteer

Dear Friends:

*Being a volunteer has been a major part of my life for more than 75 years. It began when I was a small child living in England where we were encouraged to salvage pots, pans and kettles for the war effort. My older sister and I traversed the neighbourhood with sacks into which people put all they could spare. Factories in Sheffield recycled these articles to produce the steel required for ship and aircraft building.*

*As I grew older, my areas of interest changed. In my early 20's, I was a Church Youth Group leader and a Girl Guide Captain. Throughout motherhood, now living in Nova Scotia, I coached sports and was a member of the Bedford Recreation Committee. I arrived in Victoria in the late 1980's and was invited to be a member of the National Walking Campaign Committee. That was the beginning of membership on several Health Canada Committees spanning a period of 10 years. These situations gave me the opportunity to meet people from every Province and Territory, I met senior dignitaries in those regions, and I enjoyed the challenge of learning about their needs, particularly in new exercise programs. At the same time I served on the Board of Directors for the Heart and Stroke Foundation for BC and Yukon.*

*I was now in my 70's, and volunteered with the Silver Threads Service for several years. I was honoured when I was accepted as a volunteer at the Saanich Peninsula Hospital, and even more so when I was asked to be a member of the Foundation team. I am learning about the workings of the Hospital, and the wonderful people without whose enthusiasm it would not work.*

*Being a volunteer has been rewarding. I have attended events at the residence of three Provincial Lieutenants Governor, and met four Governors General of Canada, resulting in a network of friends across the country. Had I not volunteered, I could have led a simple every day life rather than one upon which I can reflect with pride and happiness.*

*My Mother encouraged me to give time and energy to others. My family members continued with that encouragement. I am healthy, for which I am deeply grateful, and having a reason to get up every day has helped that process.*

*Barbara E. Harwood.*

## **CALLING ALL VOLUNTEERS!**

Volunteers are needed for the Saanich Peninsula Hospital & Healthcare Foundations' July 1st entry into the **Sidney Canada Day Parade** and for the July 7th **Bed Races on Beacon**.

If you have some time to help us out on either or both dates, please give our office a call at **250-652-7531** or email **Chryseis.Green@sphf.ca**.



# Community Rides for SPH Palliative Care

Thank you to everyone who supported this year's Denis Muloin Ride for Palliative Care on May 26th. As well as a pleasant ride on a quiet route, riders remembered Denis, a cycling enthusiast who died in 2014 after a long battle with cancer. His last months were spent at the SPH Palliative Care Unit (PCU). Dr Leah Norgrove and Nurse Maggi Moreton knew and cared for Denis. They shared why the funds raised at this annual event mean so much:

This flagship unit at SPH is not just a regular hospital unit. Many enhancements make it a special place; the feeling of caring and home is embedded in every aspect. When you walk into the PCU there is calm and a sense of caring, understanding and support. Thanks to the Unit, families can stay with their loved ones within the community. People experience supportive and intensive care for the patient and their family at the end of their life. What the patient wants and needs is a priority on the unit, as are the family's needs.

The community's support has made this possible. The PCU has private rooms, private bathrooms, sleeping chairs for family members, and music therapy; all geared to making someone's last days as comfortable as possible. Donations have also allowed the Foundation to purchase much-needed specialized equipment like the CADD pumps, which allow for continuous infusion of medicine for symptom management.

## 5<sup>TH</sup> ANNUAL *Denis Muloin* **BIKE RIDE FOR PALLIATIVE CARE**

Thank you to all the participants, sponsors and volunteers who made our Denis Muloin Bike Ride for Palliative Care a resounding success!



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Dr. Leah Norgrove &  
Dr. Ambrose Marsh Inc.



## Soliloquy in the Chapel

Kirsten Davis, the SPH Music Therapist, recently had a unique experience. There was a patient in the Palliative Care Unit who had been a keen guitarist and songwriter in his youth. During his admission to the PCU he began playing again. The patient - who requested to be identified as 'Hyperion' - had an aggressive cancer. He made the choice to receive Medical Assistance in Dying (MAID).

Hyperion composed a piece of music called Soliloquy to describe coming to terms with his cancer diagnosis: "I have struggled to survive, only to find out that this MAID is the only answer. I want everyone out there to know what it's like to make this decision". Kirsten was able to assist Hyperion turn his lyrics, rhythms and melodies into a beautiful piece of choral music.

After several weeks of intense creative work in music therapy sessions Hyperion's condition declined suddenly, and he died less than an hour before volunteer choristers arrived to sing his composition for the first time. Six singers, from local choirs Via Choralis and The Peninsula

Singers, offered to lend their voices, and were disappointed and saddened that they were not able to perform the piece for its composer. However, the singers worked with Kristen to polish the piece, and last week performed it in the SPH chapel for staff and volunteers to hear. It was a beautiful and powerful experience for everyone involved.

If you would like to see a video of the chapel performance and learn a little more about the story please see the website: [sphf.ca/whats-new](http://sphf.ca/whats-new)

*By Deborah Rogers* ■



## Educational Support for SPH Staff

Each year since 2007 the Foundation has provided grants for continuing education of our hard-working staff. This year, thanks to a donation from the Canadian Federation of University Women (CFUW), and further thanks to the creation of the Florence Yong Scholarship endowment, a record amount of funding was made available to build skills and change lives!

In all, 23 individual grants were made for small courses to upgrade skills. Approximately \$25,000 was provided to the Palliative Care and Long-Term Care Units for end-of-life courses. This grant will be used to provide an educational “refresher” for nursing staff beginning work on these units. The CFUW grant was awarded to Andrea Hall, to assist her in upgrading from a Health Care Aide to Licensed Practical Nurse. The three Florence Yong Scholarships were awarded to Stacy Peterson, who is upgrading from a Health Care Aide to a Rehabilitation Assistant, and to Faye Duncan and Linda Caley, who are both upgrading from Licensed Practical Nurse to Registered Nurse. Not only will these upgrades help the deserving awardees, they will help to fill needed positions at our hospital.

## Another successful concert by the Peninsula Singers

The Peninsula Singers had three “Dreams Come True” sold out concerts at the end of April and were proud to announce that their total donation to the Saanich Peninsula Hospital and Healthcare Foundation Music Therapy program is in excess of \$49,000.00.

Thank you to everyone for providing such fun concerts and we are happy to announce that they are selling tickets for their “Christmas Magic Concert” which will be at the Mary Winspear Theatre in December 2019.



**Help us  
fundraise this  
June or any  
time!**

We are excited to let everyone know that the Foundation is the charity of the month for June at the local “bottle depot” in Sidney! Just take all your return-for-deposit items to Island Return-It at 5 – 10025 Galaran Road and give them our account #157. You can also mention it is for “Saan Pen”. They are open Monday to Saturday, 9am-5pm. It’s a great way to recycle for good! All of the month’s donations will help us support the Shoreline Youth Clinic.

# DONATION INFORMATION



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is produced on a quarterly basis by the Saanich Peninsula Hospital & Healthcare Foundation.

### *Please contact us at*

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Saanichton, BC V8M 2B2

9710 Third Street  
Sidney, BC V8L 3A2

Ph: 250-652-7531

**WWW.SPHF.CA**

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