Wendy White holds the sign that got her invited to the set of Breakfast Television.

"I was diagnosed November 29, and immediately referred to Dr. Yoshida. I began chemotherapy December 13! I had chemotherapy treatments every three weeks, and experienced every side effect you can imagine," says Wendy. "My hair fell out Christmas Day, and in January I had to be hospitalized for pneumonia. Three times those side effects almost got me, but each time, these good people at the hospital helped me. They took great care of me, my husband, and my six sisters – one of whom usually came along." Throughout the ordeal, Wendy says her colleagues at the Sarnia-Lambton Children's Aid Society were extremely supportive as well.

"I wish I could do more to thank everyone involved in my care – my cancer was caught early, and I went from diagnosis to treatment so quickly," says Wendy. "I never thought about going anywhere else. I was so lucky to be able to get care right here in this community, where I have my family and support system. And we have a really great group of individuals in the Sarnia hospital." Wendy's journey isn't over yet. Now in follow-up treatments every three months for another year, she sees people in the Cancer Clinic at various stages in their own cancer journey. She knows that whatever their outcomes, "they're in good hands."
Important Information About Your Care

the following sponsors: ActiveEars Hearing Centre Archway Sport and Health Services Canadian Red Cross Clubb Chiropractic Wellness Centre Co-operators D.J. Robb Funeral & Cremation Centre Ltd Elliott Gardiner Fairwinds Lodge Fidicke’s Nursing Home Fleck Law Jeff Burchill Financial Services Ltd Lambton Elderly Outreach Lyndon Security Manley’s Basics McKenzie Blundy Funeral Home Molly Maid Northgate Pharmacy Office of Prof Davidson MP Pathways Health Centre for Children SAR Retirement Saint Elizabeth Healthcare VON Canada

We thank these sponsors for supporting this hospital publication through their advertising support.

If you are coming to the hospital for a planned appointment or unexpectedly arriving for emergency care, you may have questions about what to expect. Preparing for your arrival, we have provided information in our Patient and Family Guide to help put you more at ease during your hospital experience. The Guide provides such helpful information as patient rights and responsibilities, infection control tips and procedures, safety measures, mealtime, hospital and local amenities, and contact information.

Please pick up your Patient and Family Guide at any high-traffic location throughout the hospital in Petrolia and Sarnia, or view it on our website, www.bluewaterhealth.ca/patientfamilyguide.

Bluewater Health partnered with Willow Publishing to print the Guide at no cost to the hospital through the generous support of some people are uncomfortable thinking about the impact their death will have on the estate they have worked so hard to build. However, dying intestate — without a Will — can mean your hard-earned assets will not be distributed as you would wish. A Will is the best way to ensure your wishes to benefit family members, other loved ones, and charitable organizations are carried out. Without a legal Will, your loved ones will have to try to figure out what you would have wanted — and the provincial government can decide how to split up your assets. A common-law spouse will receive $200,000.00 and the remainder of the estate is split equally with your legal spouse and children when they reach the age of majority where you live. Here are some items to keep in mind when planning your Will:

1. Your Will needs an Executor — The Executor can be a trusted friend or relative, who will handle your affairs by paying taxes and debts, and dividing property and closing your accounts. A financial adviser can’t be involved because of conflict of interest, but a lawyer may be appointed.

2. You should appoint two Powers of Attorney — One looks after your finances and the other looks after your healthcare needs. These people do pretty much the same thing as your Executor, but only before your death, if you are incapacitated. No, the government will not split your assets if you don’t have a Will — In most cases, the surviving spouse inherits the first $200,000.00 of an estate and the rest would be split between living parents and children.

4. Keep the original Will in a safe place and a copy at home — There have been cases in which the original wasn’t presented and the judge revoked the wishes of the deceased, so make sure people know where the original is kept.

5. Name a guardian in your Will — If you have children under 18, you should name a guardian. You don’t want the courts to decide who raises your children.

6. Update your Will regularly — As your life and family change, through marriage, divorce, births, deaths or changes to your economic status, make sure you update or review your Will.

Don’t forget about your favourite charity — A one- time gift or ongoing endow- ments are just two options to ensure your causes continue to have your support. It is often said that only the rich and famous leave money to chari- ties when they die. That is simply not true. Many charities would not be existence if it were not for generous gifts left in Wills. Thankfully 74% of Canadians support charities and 35% of people say they would happily leave a gift in their Will once family and friends had been provided for — but only 7% actually do. You do not have to be rich and famous to make a contribution that can make a difference. We can all do something amazing for the world just by remembering our fa- vourite charity when writing a Will. In fact, just a 4% change in behav- iour would generate an additional $1 billion for charitable causes in Canada every year.

Important Information About Your Care

SEVEN THINGS TO KNOW ABOUT CREATING A WILL

Helping You Understand Patient Bills

If you have more questions or prefer to talk to us over the phone if you receive a patient bill, please call 519-464-4457. You may also visit us in person at the Patient Accounts Office, located at Blue- water Health in Sarnia on Level 1, London Building, behind Tim Hortons.

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Volunteer Profile – The P.A.I.R.S. Trivia Challenge Committee

Many of the volunteers have been together for 15 years, raising $250,000 to enhance patient comfort at Palliative Care of Bluewater Health and St. Joseph’s Hospice Sarnia Lambton. In 1997, Tom St. Amand, a secondary school teacher and Trivia Challenge Organizer, composed some questions and gathered a few friends to begin their first Trivia fundraiser in the St. Christopher High School drama room. As Tom states, “Things changed when the P.A.I.R.S. (Partners Active in Resource Sharing) Committee got involved two years later. The event became much bigger than we ever anticipated when the Holiday Inn was willing to host the event and they’ve been wonderful to work with. And when we approached them, many of the other P.A.I.R.S. members supported our group’s idea to hold a challenge that would encourage friendly competition and ultimately raise money for a community cause.” Indeed, over 5 years the P.A.I.R.S. Trivia Challenge has benefited and thanks, to the dedication of volunteers and the generosity of corporate sponsors. Tom emphasizes, “Sarnia-Lambton is a big-hearted community, including our major sponsors – Bluewater Power and SMC Lawlin – and supportive partners such as Enbridge, Suncor, Esso, Shell and LandOSS. And then there is the support of several division sponsors and business owners, and the generosity of Holiday Inn GM Geoff Eisenbraun and Geoff Hammond who annually ‘donate’ the venue for the competition.”

However, the group that Tom credits as being the heart of the competition is the Trivia Challenge Committee. “An event of this size requires a significant team effort. To witness the volunteer hours put in – the dedication and willingness to carry out countless behind-the-scenes tasks months in advance, is difficult to describe. Our core committee of 15 swells to nearly 25 people as we prepare for the competition. Everyone has a role: from seeking sponsors and acquiring prizes, to contacting the 54 team captains; from devising questions and researching answers to preparing the power point slides for the four projection screens. Then, on the actual day of the challenge, various volunteers set up the room, run the computers, mark and tabulate the results, take pictures, become markers and runners, and emcee the event.” Complementing the volunteer committee are Johanne Tomkins from Bluewater Health Foundation and Lesley Coene of St. Joseph’s Hospice who are, Tom says, “the professional brains of the outfit.”

This year’s event will be held on May 2 at the Holiday Inn, and proceeds will again fund the Music Therapy Program at Bluewater Health. The highly valued program is provided to patients on the Palliative and Continuing Care floor, and recognizes that each patient has unique musical tastes, and that music can be a tool and a vehicle for patient self-expression, through the music itself and through conversation it stimulates. Ultimately the goal is to provide comfort.

“Did you know that 95 cents of every dollar raised at the P.A.I.R.S. Trivia Challenge goes to charity?”
FAMILIES PROMOTE SPIRIT OF GIVING

Several families promoted the spirit of giving during the holiday season, through an effort to ease the journey for those with cancer. They put together “Chemo Care Kits,” filled with items that are useful to patients, help them pass the time during treatments, and improve their treatment experience. Items included lip balm, hand sanitizer, fuzzy socks, journals, pens, music gift cards, water bottles, mints, puzzle books, scarves/bandanas, small snacks, hand cream, gum, neck pillows, and fleece blankets. Kits for children included stuffed animals, colouring books, pencil crayons or crayons, books and hats.

Ontario Power Generation Supports MRI Campaign

Ontario Power Generation made a $10,000 corporate donation to support Bluewater Health Foundation’s MRI Campaign.

Hanna Memorial Students Perform Random Act of Kindness

Students at Hanna Memorial School performed a random act of kindness for the holidays, by baking cookies for patients in the Mental Health Unit at Bluewater Health.

TransAlta Boosts MRI Campaign

Bluewater Health Foundation’s MRI Campaign got a boost through TransAlta’s corporate donation in the amount of $2,500.

Jazz Festival Proceeds Are Music To Our Ears

Organizers of the CAN-AM Jazz Jam held in 2013 at Sawmill Creek Golf Resort & Spa in Cambalache decided to split the festival proceeds between Bluewater Health Foundation and the Sarnia Community Foundation. This resulted in a cheque for $1,397 to support Bluewater Health Foundation’s MRI Campaign. Save the date for this year’s festival – it will be held August 24 at Sawmill Creek. The festival attracts local musicians, others from Port Huron, London, and still more from as far away as Turkey.

Innivity Marketing Group Provide Toys for MIC

Innivity Marketing Group asked people to bring a child’s toy to their client and staff appreciation event in December. These donations were given to the Maternal/Infant/Child Unit at Bluewater Health.
WE COULDN'T DO IT WITHOUT YOU

TD CANADA TRUST
DONATES TO
MRI CAMPAIGN

CIBC Wood Gundy Staff and
Clients Contribute to MIC

Rotary Club of Sarnia Makes
Pledge Payment to MIC Program

Sarnia Lions Club
Christmas Cake Sales
Benefit Bluewater Health

Knitters Donate Hats
for Newborns

Industrial Education
Coop Brightens MIC
With Toys

the little shop in the atrium of bluewater health
a great reason to visit the hospital

flowers accessories snacks

www.sarniapoppies.com 519-344-7677
FORE A Good Cause – Bluewater Health Foundation and Golf Fore Health

Thursday, June 12, 2014
Sarnia Golf & Curling Club

Featuring Jamie Sadlowski
2x World Long Drive Champion

Special Long Drive Demonstration
Limited public tickets will be available

For more information please contact 519-464-4404 or email Johanne at jtomkins@bluewaterhealth.ca
Bar Bryan at blueraybryan@bluewater.ca or www.bluewaterhealth.ca.

Calling all golf enthusiasts – on Thursday, June 12th, Bluewater Health Foundation will be hosting its much-anticipated “Golf Fore Health” tournament at the Sarnia Golf & Curling Club. The event, which is generously sponsored by Gladwish MacLaren Wealth Management Inc. and George Murray Shipley Bell, Barristers and Solicitors, is a unique opportunity for the Foundation to help raise funds to help the Foundation raise funds for the purchase of leading edge equipment and technology and for the purchase of leading edge equipment and technology and for the purchase of leading edge equipment and technology.

By Gladwish MacLaren Wealth Management Inc. and George Murray Shipley Bell, Barristers and Solicitors, is a unique opportunity for the Foundation to help raise funds for the purchase of leading edge equipment and technology and for the purchase of leading edge equipment and technology.

Gladwish MacLaren Wealth Management Team

Jamie Sadlowski

Jamie Sadlowski 2x World Long Drive Champion

2x World Long Drive Champion

Jamie Sadlowski: “This year promises to be a memorable event and participants will have the opportunity to have Jamie hit a drive for their team. Jamie will also be putting on ball striking demonstrations as well as hosting the event’s awards dinner. We are extremely grateful to our sponsors for helping us make this happen as well as to those who support the important work of Bluewater Health Foundation.”

Spots fill up quickly and are on a first-come-first-serve basis, so get your team together and register today! Deadline for team registration is April 1. For additional information on Golf Fore Health or Bluewater Health Foundation, please do not hesitate to contact Johanne Tomkins at (519) 464-4405 or at jtomkins@bluewaterhealth.ca.

Local Withdrawal Management Programs in Sarnia-Lambton

Bluewater Health will begin to offer services in the Day and Community Withdrawal Management programs. Day Withdrawal Management will be offered in various community locations with a walk-in/psycho-educational groups for information about treatment, coping and self-protective behaviour strategies, understanding of harm reduction and support to access and navigate services. Community withdrawal management will offer care and support to people in their own homes or safe environments for those in moderate to mild withdrawal and have difficulty accessing residential service or have special needs, such as youth or seniors. Prevention, health promotion, counseling, outreach, education and harm reduction strategies will round out the service options.

These programs will serve individuals struggling with substance use issues related to drug and/or alcohol who wish to seek help, support, education, information, and strategies to reduce harm. Self-referral, family referral and physician referral is available.

Wendy Huynh, Project Manager

Bluewater Health (BWH) is seeking candidates to serve on its Board of Directors and Standing Committees, effective the next Annual General Meeting (AGM) on June 25, 2014. This is an opportunity to volunteer your skills and experience to help shape healthcare in Sarnia-Lambton by providing advice, input and leadership on a broad range of policy and governance issues. Further details on our Board of Directors, as well as, the hospital’s governance, operations and performance and an application form are available at www.bluewaterhealth.ca (click on About Us/Our Board of Directors/Board Recruitment for the application), or by contacting Jacqueline McGregor.

If you have a keen interest in and commitment to strengthening healthcare for your community and bring the skills, experience and enthusiasm necessary to serve on our Board of Directors or a Board Standing Committee, you are encouraged to submit a completed application form.

Applications are due April 18, 2014 to: Jacqueline McGregor, Senior Executive Assistant Bluewater Health Administration Office 89 Norman Street Sarnia, Ontario N7T 6S3 Phone: (519) 519-464-4459 Fax: (519) 519-464-4407 E-mail: jmcgregor@bluewaterhealth.ca

Starbright Foundation and Family Network

Brighten Days for Mental Health Patients

Starbright Foundation and Family Network have announced a new program that will enable families to access additional support in Sarnia-Lambton.

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After suffering flu-like symptoms in September 2012, Joanna Hayter went to the Emergency Department at Bluewater Health in Sarnia, where blood work showed her kidneys were failing. Joanna began dialysis treatments three times per week — initially in London, but then at the Sarnia hospital. “The staff and volunteers in the Dialysis unit here were so good to me,” says Joanna. “It’s a great bunch of people and you see them so much, they become almost like family.”

Then, in July 2013 her softball teammate Joanne Rivard sent her a text. “She said she wanted to give me a kidney,” says Joanna. “Kidney disease runs in my family and I had seen several close family members go through dialysis and undergo transplants. But it never crossed my mind that someone would donate a kidney to me.”

Once the decision was made, the process went quickly. “The conditions to donate a kidney are pretty simple: the donor must be a blood type match, and can’t be pregnant, says Joanne. “I underwent some tests to make sure I didn’t have any underlying conditions, and then we began 100 days of prep for our November 6 surgery: a lot of blood and urine samples, and for two weeks, they mixed our blood to check for reactions.”

Joanna recovered quickly, when Joanne’s kidney started to function within minutes of transplantation. She spent 12 days in hospital, and by January her life was essentially back to normal, other than participating in a study monitoring the effects of dialysis. “My uncle pointed out to me that those of us with kidney disease are lucky to have dialysis to keep us going while we wait for a transplant,” she explains. “I didn’t feel the side-effects of dialysis as much as others do, but it can be hard on the heart.”

Tests for the study include an MRI and blood work at specific milestones for a year.

Joanne’s remaining kidney also did its job well, and after an initial three or four days of surgical pain, her only effect was fatigue for another four or five weeks. “I would do it again if I could,” she says. “I couldn’t have asked for a better support system, and I learned so much.”

“We went through the process together, which isn’t common when the donor isn’t family,” adds Joanne. “We knew each other for 10 years, but this definitely brought us closer.” But the bond between Joanna and Joanne goes deeper than the kidney. In addition to their love of baseball, they share a birthday, the same middle name, and their surgery occurred on the day Joanna was supposed to be born.

March is Kidney Health Month, and April is BeADonor.ca Month. For more information on organ and tissue donation, please go to www.beadonor.ca.

**EIGHT**

At internal meetings with staff, doctors and all staff, our patients and their families can be assured someone is providing the patient voice so that their healthcare experience can be the best ever. We welcome new patients and family members into this exciting new volunteer role.

Eleven PEPS currently meet monthly — with some getting together with other hospital committees in between — and their involvement continues to grow. “Within five years, I would like to think no Continuous Improvement work at the hospitals will move forward without seeking PEPS involvement, beginning in the early stages of the initiative,” forecasts Dodman. “I expect they will be involved in hiring for certain positions, in orientation of new staff and volunteers, and in seeking patient and family feedback.”

To learn more about being a PEPS, please contact Denise Dodman, at 519-464-4395.
EMPLOYEE ENGAGEMENT... BECAUSE EVERYONE COUNTS

At Bluewater Health one of our five strategic goals is Inspired People. This means that our actions are driven by our belief that our people are our most valuable resource. “In our healthy and dynamic work environment, people will be engaged, enabled and provided with opportunities to reach their full potentials,” says President and CEO, Sue Denomy. “We will ignite passion and pride to distinguish our people, and learn.”

How do we know if we meet that goal? Every two years we invite our highest response rate yet with 1032 or 67.1% of staff adding results - and in 2013 we achieved continuous improvements. Each year there are more voices re-reflected in the anonymous survey and implement improvement plans. In the latest survey, a staff member commented, “We are continuously improving! We may not get it right every time but that is our goal and we keep looking for improvements.”

Below is a quick, comparative view of the past three survey results for just a few of the indicators we measure. We receive a variety of reports from NRCC (eg by department, by role, or by part time/full time/cause status). The ability to look at the data through different lenses helps to determine the improvements that will lead to meaningful change. Based on survey results, our Healthy Workplace Team and front line staff Ambassadors help to develop and implement improvement plans.

Best Practice Every Time

Bluewater Health has completed almost two years of its three-year candidacy period for the Registered Nurses’ Association of Ontario’s Best Practice Spotlight Organization (BPSO) initiative. Already, the organization has implemented six of the seven Best Practice Guidelines (BPGs) it committed to, and anticipates going beyond the initial expectations. “We’re seeing such momentum and staff are identifying areas for further improvement, so we anticipate 12 or even 14 BPGs by the time we complete the process,” says Lori Jennings, Manager, Best Practice.

One notable improvement is the introduction of the “NOID” in which a Bluewater Health staff member, Professional Staff or volunteer states their Name, Occupation and what they will Do, when interacting with a patient or family member. Audits will be conducted throughout the hospital over the next year. Another area of progress is falls prevention. During admission, each patient undergoes a falls risk assessment. If the patient is identified as a falls risk, the multidisciplinary team implements a multi-factorial fall prevention plan to prevent falls and reduce harm. Staff use the “BEEEACH” falls prevention model. It examines the role of Behaviour change, Equipment, Environment, Activity, Clothing and footwear, and Health management in avoiding falls. This approach is now also being used after a fall occurs, to see what changes contributed. In addition, every patient room has a yellow “Falls Precaution” sign at the ready in case its occupant is at risk of falls. Next up is a post-fall “huddle” approach that will include patients and their families in the discussion to prevent further falls. Regular rounding is also contributing to falls prevention.

Care providers check in on patients to complete the “4Ps” — manage Pain, check the Perimeter for clutter or obstacles, Position to prevent pressure ulcers, and assist with Personal care ranging from washroom visits to ensuring the call bell is in reach. “We’re expecting this will reduce the use of call bells, because patients’ needs will already have been addressed,” says Jennings.

“Our work is not done,” adds Jennings. “We have another year to go in our candidacy period, but as a result of the great work in all areas of the hospitals, we will succeed, and we will exceed initial expectations.” You can learn more about Bluewater Health’s quest to be a Best Practice Spotlight Organization, by visiting www.bluewaterhealth.ca/BPSO.About_Us.

How would you get help at a moment like this?

Lifeline is the only medical alert service that calls for help automatically even if you or a loved one can’t. Call Lambton Kent Lifeline in affiliation with Bluewater Health Foundation today at 1-800-397-8845 and receive FREE INSTALLATION (value up to $90)

Quoted code 1015x56

www.lifeline.ca

PHILIPS

Pulse Life

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MemoRial Wall Dedication Service

To honour those for whom we received memorial gifts in 2013.

Wednesday, May 7, 2014

Holiday Inn - Venetian Room
1498 Venetian Boulevard
Point Edward

Times of Services:
Last names beginning with A-L at: 11:00 am
Last names beginning with M-Z at 2:00 pm

Invitations will be sent to next-of-kin we have on record, but everyone is welcome, including those who purchased memorial bulbs for the Light Up Our Hospital Campaign in December.

All names on the Memorial Wall will be honoured at both services.

Refreshments to follow

Inquiries: Foundation Office - Lisa - 519-464-4429