



**OSTOMY**  
Care & Supply Centre  
*Excellence in Ostomy Care*

# Newsletter

**Winter 2017**



**Marty**



**Arden**



**Andy**



**Laurie**



**Lucy**



**Lisa**

**VISIT US AT [MYOSTOMYCARE.COM](http://MYOSTOMYCARE.COM)**

## **LOCATED IN THE WEST END MEDICINE CENTRE**

2004 8th Avenue, New Westminster, BC V3M 2T5

Free parking at rear of building

Easy access from 22nd Street SkyTrain Station

### **HOURS:**

Monday to Friday: 9:00am - 5:00pm

Saturday: 9:00am - 1:00pm

## **CONTACT US:**

Phone: 604-522-4265 or 604-540-0390

Toll Free: 1-888-290-6313

Email: [nurses@myostomy.com](mailto:nurses@myostomy.com)

Facebook: Ostomy care and supply centre

Twitter: @ostomy\_care

**Complimentary visits with an ostomy nurse are by appointment - 6 days a week**

**Free Delivery Throughout BC**

# ANDY'S MESSAGE

BY ANDREA (ANDY) MANSON BSN, RN, ET, NCA



## Connections

I talked about travel in my last column. In the Spring, I wandered without any plan or schedule through several countries in Europe including Moldova, Romania, Turkey, Bulgaria, Portugal then to Shetland and Orkney Islands in Scotland. It was the trip to the Orkney Islands that got me thinking of writing this column.

We were having lunch at Skerries Bistro by Burwick Harbour, Orkney. As we placed our order with the server, she noticed our accent and asked where we were from. When we said we were from Vancouver, Canada, she said that she was skiing in Kelowna last winter and loved it! Then, a local couple at the next table heard us chatting and joined the conversation saying that their daughter is also in Vancouver by UBC as her husband teaches there. That night, when checking into our hotel room in a little village close to Stomness, the lady at the front desk when she noticed we were Canadian, told us she had spent time as a young girl in Nanaimo and Port Alberni. Her husband, a retired professor in maritime logistics, had been asked to consult when BC sold the fast cat ferries! So many connections to BC all in one day! I found it fascinating how we try to find connections with people when we meet.

Finding that connection does not have to be about where we live. It can be about our work, our hobbies, our family or our interests. Sometimes that connection can be about our health. Connecting to others through having an ostomy is another avenue of connection.

With social media, there are many ways to connect. There are many chats, blogs, Twitter, and Facebook groups to help you connect. Through Facebook, I have connected with a man in Kenya who runs a stoma clinic focusing on children with ostomies. Such a wonderful connection we have, as I learn about stoma care with children in Kenya, yet we may never meet face to face. Face to face connections such as ostomy group meetings are another way to connect. (See the list of local meetings at the back of this newsletter).

I want to wish you Happy Holidays with hope that you connect with family and friends over the holiday season.

***All the best for the New Year 2018!***

## One goodbye and two hellos

Our goodbye and our good wishes go to Lisa Hegler. She was our ET nurse working on Saturdays. Her new career adventure takes her to Victoria where she is now the Clinical Nurse Leader for the lower leg wound clinic and urgent vascular access clinic and psoriasis clinic. She has a large portfolio focusing on wound care. We will miss her expertise and energy she brought to our ET nurse team.



Marty

We welcome Marty Willms to our team. As a relative newcomer to our team this past year, Marty has focused on gaining specialized knowledge and expertise in the areas of advanced wound, ostomy and continence care. She is committed to evidence based practice and works diligently to ensure patient centered care. In her spare time she loves to ride her bike, bake cakes and play with her amazing grandchildren.

We also welcome Lisa Abel. Lisa has worked as an ET ostomy nurse at VGH, UBC and Surrey hospitals. She took time off to raise her 2 active boys and has now returned to ET nursing. Lisa brings a great sense of humour and ostomy expertise to our team.

Lisa and her family enjoy active adventure holidays such as scuba diving with sharks, hiking the Inca trail and others.



Lisa

# OSTOMY CARE AND SUPPLY CENTRE

# OSTOMY INFO

BY ARDEN TOWNSHEND BSN, RN, ET



## What's Normal?

Everyone wants to know if their stoma is normal. But very few people are out there showing off their stomas, so it's not like you get too many opportunities to compare!

If you look online, in textbooks, or at some of the literature produced by product manufacturers you will see stomas that are round, sticking out about 1" off the skin, and located on flat abdomens. This is about as close to normal as the models in Vogue are to the rest of us.

So, what is normal? At the most basic level, a normal stoma is red, moist and functions. Stomas come in all shapes and sizes, just like people. Some are slightly raised above skin level, some are retracted (below skin level). Some protrude several inches. Some stomas are small, around 19mm (3/4"), and some are bigger, around 52mm (2"). But ultimately, as long as the stoma is healthy and works, we consider it normal. The key is knowing what is normal for you. If you see things changing, contact your ET nurse to discuss whether any changes in your pouching system are needed.

It is completely normal for the stoma to bleed when the pouching system is being changed. Blood in the pouch, or bleeding that is more than some spots on your cloth should be discussed with your ET nurse.

Lots of people assume that it's normal for the stoma to be placed on a flat abdomen. But there are very few people with a truly flat abdomen, and even then, the contour around the stoma can form a moat or a gully. This is why there are so many different designs of convexity, to match the variation in shape and depth of the skin contours around the stoma.

The most important measure of "normal" is the skin around the stoma. The skin is normal when it is healthy, intact, and comfortable. The skin around the stoma and under the flange should not be itchy, red, or rashy. It should not hurt, weep or bleed. The skin around the stoma should look like the skin on the other side of your abdomen.

Take a quick look at your stoma and skin with each change. If you have concerns, come and see the ET nurse.

## Disability tax credit

Tax season is right around the corner! Ostomy Canada has developed an information brochure which explains what the Disability Tax Credit is, eligibility information, and outlines the steps on how to apply for the credit.

We have copies of the brochure available for you. Just call 604-522-4265 or email us at [nurses@myostomycare.com](mailto:nurses@myostomycare.com) to request a brochure.

## Remember!

Starting January 1, 2018 you need to contribute toward your Pharmacare deductible again.

The Pharmacare year goes from January 1 to December 31.

# EXCELLENCE IN OSTOMY CARE



# HAPPY HOLIDAYS!

## WISHING EVERYONE A HAPPY HOLIDAY!



As we approach this holiday season, please remember to plan ahead! December is a busy month and weather can play a big factor in getting your delivery on time. Even if the weather in BC is mild, in other parts of Canada, weather can create havoc on deliveries. Airports and roads can be closed which means deliveries to us are sometimes delayed which in turn delays delivery of your supplies.

So this holiday season, help us out by ordering in plenty of time and order enough to ensure you don't run out - or you may end up on the naughty list!

### **ANNUAL CHRISTMAS PARTY** *hosted by the United Ostomy Association (UOA)*

*December 3, 2017 is the Annual Christmas party at the North Shore Winter Club in North Vancouver!*

*\$20 for everyone over 12. Kids 11 and under eat free! Please RSVP by Nov 26th to Joy Jones at 604-926-9075.*

### **Ostomy Group Meetings**

Learning about life with an ostomy from someone who has been there is invaluable. These groups have formed to help people connect with others with an ostomy, share tips and tricks, and offer a portal for support.

#### **Vancouver Ostomy Group**

Meetings in 2018

Feb 17, Apr 21, June 23, Sept 22, Saturdays 1:30pm  
Collingwood Neighbourhood House  
5288 Joyce Street, Vancouver

#### **Vancouver 20-50 Group**

Jan 10, 2018

Okaridge Public Library  
191-650 West 41st Ave, Vancouver  
RSVP: unitedostomy2017@gmail.com

#### **Fraser Valley Ostomy Group**

Meeting dates for 2018 TBA

Meet at Ricky's, 19219 56 Ave, Surrey  
Contact: fraservalleyostomates@hotmail.com

#### **Chilliwack Ostomy Group**

3rd Monday of each month at 1:30pm  
(except Jan, July, Aug)

Atchelitz Thresherman's Assoc., Canora Building  
44146 Luckakuck Way (Heritage Park), Chilliwack

### **OUR ANNUAL HOT DOG DAY WAS A SUCCESS!**



We had another  
successful hot  
dog day which  
was held on

Saturday, August 19th, 2017 with lots of  
food, refreshments and prizes! We also had  
ostomy vendors displaying their products.

***Thank you for supporting this event!***

# OSTOMY CARE AND SUPPLY CENTRE