



OSTOMY
Care & Supply Centre
Excellence in Ostomy Care

Newsletter

Fall/Winter 2020



Arden



Heather



Lisa



Lucy



Misty

VISIT US AT 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@myostomycare.com

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

Free Delivery Throughout BC

ARDEN'S MESSAGE

BY ARDEN TOWNSHEND BSN, RN, NSWOC



What we are doing for COVID-19

The majority of 2020 has been dominated by COVID-19. We have all faced the challenges of learning new ways of doing things and being together, along with developing and evolving safety strategies. We are still in the process of learning more about the virus and how to accomplish our daily tasks while keeping ourselves and our loved ones safe.

Here is what we have done to keep you and our staff safe:

- Our amazing pharmacist, Mark built **plexiglass barriers** for our counters to keep our staff safe.
- We are requiring everyone to **wear masks in the store** and maintain distances of **6ft (2m) between people**.
- We are **limiting the number of people in the pharmacy**; we can accommodate two on the pharmacy side, and two on the ostomy side. If we are over capacity, you will be asked to wait outside.
- If you'd like to **pick up your order**, please call ahead so we can have your order ready. If you would like to **pay in advance** with a credit card, even better! This helps reduce your time in the pharmacy.
- We continue to offer **free delivery throughout BC**.
- **Increased cleaning** of door handles, bathrooms, debit/credit terminals and other places where touch is frequent.
- **Staggered appointment times** to help reduce contact between patients.
- **Screening patients booking appointments** to ensure patients are healthy enough to come for appointments.

- **Wearing protective equipment for appointments.**
- Continuing to clean our exam rooms between patients.

It is essential to everyone's safety that if you're feeling unwell, you stay home. This can be hard to decide to do, and we know it feels bad cancelling at the last minute, but we appreciate it! We will be happy to welcome you back on a day when you're feeling better. This helps keep our staff, our nurses and other patients healthy, as we have many people in to see us who have serious health issues, impaired immunity and are older or have family who are at risk.

If you're having issues with your ostomy and can't come in, please send us photos and we will be happy to follow up by phone or email – we can make recommendations and send out samples to help address the problem.

The most helpful photos to us are with your pouching system off:

- Standing or sitting, about 2 ft away from your stoma – so we can see the contour of your abdomen around your stoma.
- Close up on your stoma/skin around it.
- With a measuring guide or your current flange over your stoma so we can get a sense of the size.
- Any issues you're having.

If you're taking a photo with your phone, **touch the screen where you want the camera to focus**. We need to be able to see your stoma and/or issue to be able to identify a solution.

OSTOMY CARE AND SUPPLY CENTRE

OSTOMY INFO

Staying well with COVID-19

With information on COVID developing all the time, it can feel tiring to stay abreast of what to do and avoid. It's also normal to feel fatigued with all of the precautions we take to try and avoid getting sick or spreading the virus to someone who is at increased risk.

Here are our tips for minimizing your risk. You've heard them all before, but it can't hurt to repeat them.

- Wash your hands well, and often. Just running water, regular soap and a clean hand towel (43% of bacteria removed from handwashing come off on the towel!) are needed. Make sure to get your fingertips and thumbs as these are often missed.
- Minimize your contact with others. Family, friends and hobbies are important parts of life. Think about ways to modify your activities – can you have a meal in a yard, where everyone brings their own food and cutlery, sits six feet apart, and wears a mask as much as possible? Try starting a phone circle where everyone calls one person in the chain every day to check in – change the person you connect with weekly.
- Wear a face covering as much as possible. UC Davis reports a 65% reduction in the risk of getting sick with a mask worn properly – that refers to surgical masks, but cloth masks help, too.
- Maintain distance when interacting with others. Stand slightly to the side and face away from them. Physical distancing helps to reduce the amount

of virus you inhale when talking to someone, and angling yourself to avoid direct face-to-face contact helps.

- Make sure you're taking care of other health issues. People were afraid to go to hospital or doctor's office and many ended up having other health conditions become more serious. Stay in contact with your doctor. Go to the hospital if you're having an emergency. It can be scary to go, but the sooner an issue is addressed, the better.
- Be gentle with yourself. We are living through a historical event, and it is causing real distress and stress in all of us. None of us are going to be perfect in our safety strategies, we aren't all going to learn a new language, and many of us will be celebrating just making it through another day. And that's all okay. It's important to acknowledge this is hard, and we're all doing our best.
- Access resources if you need them. It can be hard to say, "I need help". But we all do at times. There are mental health resources available through www.gov.bc.ca/covid19 - scroll down to the box labelled Mental Health for links to online and virtual resources, as well as ways to access personalized supports.

I heard an epidemiologist say, "we will never know if we did too much; we will know if we did too little." We are doing a great job in BC of keeping cases low – keep up the good work.

EXCELLENCE IN OSTOMY CARE

GENERAL INFORMATION

Ostomy Nurses

People have been asking if we are seeing patients in person. Short answer, yes. The long answer is, we have changed the way we staff our clinic to keep our team safe. This has resulted in fewer available appointments each day.

We are having nurses book appointments now, in case there are questions or issues that can be resolved on the phone, or with a photo sent by email. This does not mean, though, that you need to suffer with a problem, or wait until it's unbearable. We want to see you if you're having an issue with fit, skin, leakage, or pain, and if you're new, we definitely want to see you. There's a lot to learn, and things change quickly in the early days, so we are here.

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.

Meetings – In person meetings are on hold for the time being. But some groups are meeting on Zoom. Visit UOA Vancouver (uoavanocouver.com) for more information on dates and times, and how to get on the guest list. Or we can forward the invitation to you by email. Looking forward to seeing your faces (and pets!).

Stoma Stroll 2020

This year's stoma stroll will be virtual – you can send photos of yourself living life to the fullest with an ostomy to peter.folk@ostomycanada.ca, or use the hashtag #stomastroll online.

The Stoma Stroll is an annual fundraising event for Ostomy Canada. Ostomy Canada is an amazing organization of volunteers across the country who provide support, information and advocacy for people with ostomies. Our local UOA Vancouver and 20-50 Groups, as well as the Chilliwack and Fraser Valley groups are supported by Ostomy Canada.

The pamphlet providing guidance on the Disability Tax Credit is produced by Ostomy Canada. If you're able, your donations to Ostomy Canada help create and sustain an organization committed to helping people in need of connection and support.

Visit ostomycanada.ca/stoma-stroll-20/ to register a team, donate or learn more.

Staff Feature

The fifth staff member we are featuring is Katarina Nuterova one of our Pharmacy Technicians who has been with us for nine years.



Here are a few fun facts about Kat that you may not know:

Favourite book: Eat, Love, Pray by Elizabeth Gilbert.

Favourite movie: Legends of the Fall.

What is one of the things on your bucket list? I don't have a bucket list.

Favourite restaurant: Browns, White Spot and Mega Sushi.

Favourite meal: Cabbage rolls and potatoes.

Do you have any hobbies? My veggie garden, reading, and yoga.

Person you most admire: There are a few. One of them is my Grandmother.

Pet peeve: Bad drivers.

Favourite place you've ever been to: Hanauma Bay in Hawaii.

Favourite TV series: Friends.

Best car you've ever owned: My current - a Sante Fe.

How do you like your eggs? Sunny side up.

Favourite Band: I don't have a favorite band but I enjoy Imagine Dragons and Backstreet Boys, just to name a couple.

Favourite Song: That changes. Right now, it is: "I'll be there" by Walk of the Earth.

If you could invite anyone to dinner who would that be? My family from Europe.

If you could live anywhere in the world where would it be? Exactly where I live now.

If you won the lottery, what would you do? That depends on the jackpot, probably invest and retire early...lol.

OSTOMY CARE AND SUPPLY CENTRE