



**This Month's meeting:  
Tuesday, January 16th  
Open Mic/Rap Session**

## Location:

Royal Canadian Legion  
Branch 350

57 Lakeport Rd, St. Cath  
(Port Dalhousie)

The Dalhousie Room

Doors open @ 7:00p.m.

Meeting starts @ 7:15p.m.

**\* Wheelchair**

**accessible from the  
back entrance off the  
parking lot**

*(Ridgeway / Pt. Colborne  
meeting info on Page 4)*

## Mark your Calendars!

### BEEF ON A BUN FUNDRAISER

**Sat. Feb 17th**



Tickets will be available at the January meeting or  
reserve your tickets by calling 905-321-2799

Doors open at 6:00 pm, Dinner at 6:30

Beef on a Bun, Vegetarian Dish, Salads, Veggie Trays,

Dessert, Coffee And Tea

Entertainment by our very own Peter Winter on Key-  
board

Raffles and Door Prizes

**Bring your family and friends!**

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## Presidents Message

Happy New Year everyone. Here's wishing everyone a healthy 2018.



Old Man Winter sure has a nasty grip on us these last few weeks. Oh well, it's Canada and we can take it, right? Besides, If we didn't have weather, politics, insurance and taxes to complain about, what would we talk about?

Last call for membership renewals, please renew at your earliest convenience if you haven't already. Membership is due at Dec 31 of each year. Please continue to support us.

Nancy, Roger & myself did an Ostomy presentation to 22 students taking the personal support worker program in Port Colborne. The seminar is 3 hours long and very informative for the students. You can tell that most of the students are sincerely interested, there's always 1 or 2 though, that you know is in outer space and totally bored with us.

Our website is still under construction. Please take a moment & go to [www.niagaraostomy.com](http://www.niagaraostomy.com) and view it, leave a message or give us some feedback. More work is planned in the future, like pictures etc., but it's a work in progress. If you have any suggestions, please be sure to let us know.

Mark your calendars for February 17<sup>th</sup>, our annual Beef on a Bun fundraiser. It's a fun night, lots of food, some great entertainment by our own Peter Winter. The funds raised will likely go to reprinting the Ostomy Hand Book that we do in conjunction with the Hamilton Chapter. It is a very concise, informative educational book that we include in the visitors packages. This will be the third time we have been involved in these books. They are a great tool for a new ostomate, but the actual cost to print them is about \$5 each, so we need to raise money to help with that expense. Beef on Bun tickets are available now, and we will have them at the meeting in January. We have money set aside for assisting a child to attend youth camp, but as of now we don't have any leads for a child wanting



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307 Ridge Rd., Ridgeway  
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to attend. We're digging around trying to find a local child to help support though.

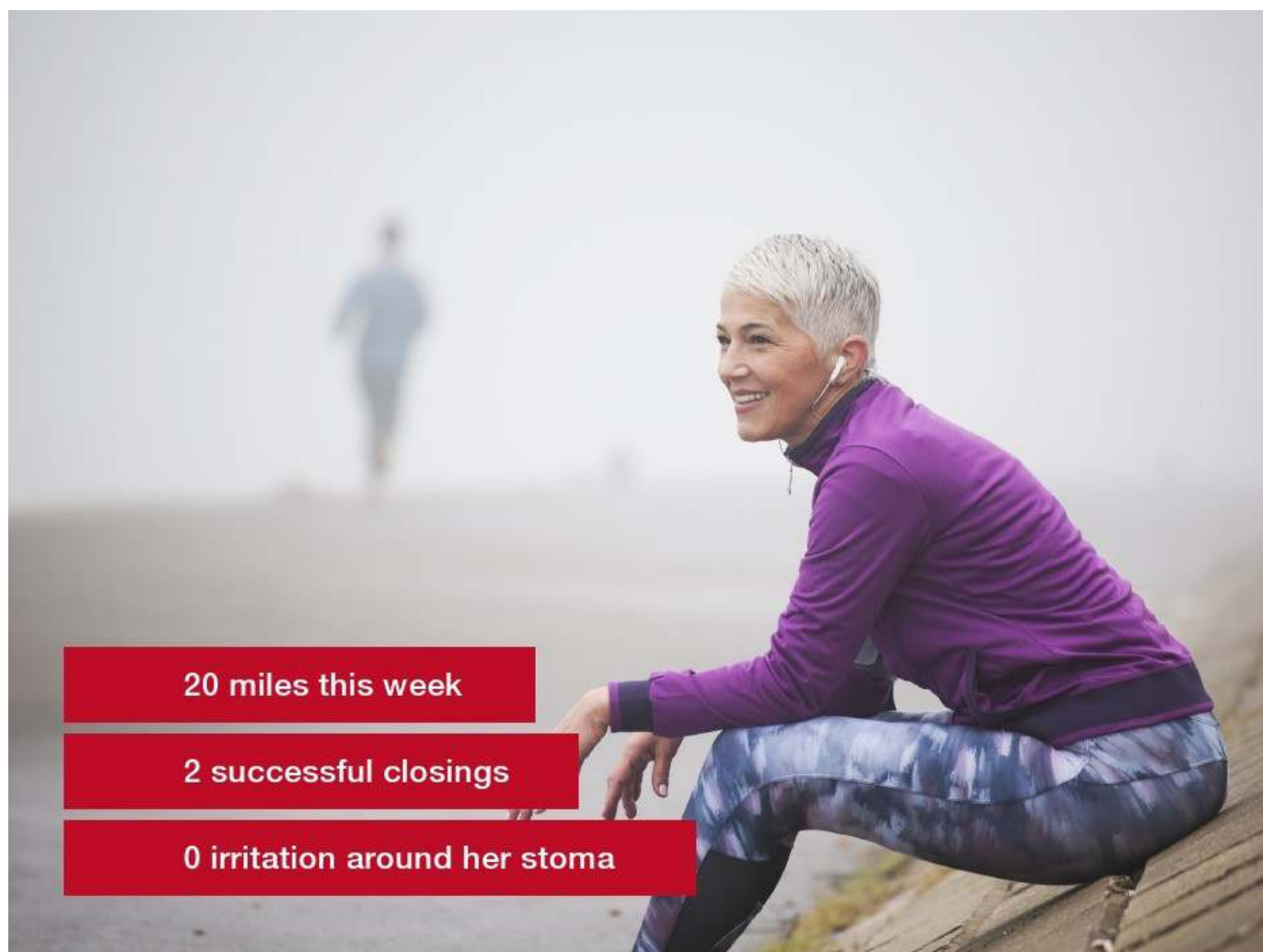
More information on the Beef on a Bun will be on the website shortly

This month's meeting will be an open mic or rap session, no guest speaker. The open mic sessions can be very informative, often times you can pick up a tid bit of information, please plan to attend. (Hope Old Man Winter lets up his nasty grip on us.)

Hope to see you there



John Molnar, President



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**NEW TIME!!**

**Doors Open 6:15pm, meeting at 6:30pm**

Please note that the meetings are held after business hours when the pharmacy is locked. To keep the pharmacy secure, the front door is attended by staff and unlocked only to admit attendees between 6:15 and 6:30pm. No-one else will be admitted after 6:30 because the staff are also involved in the meeting.

**March 28, 2018—TBA**

**May 30—TBA**

### 2017 Board of Directors

| Title          | Name           |
|----------------|----------------|
| President      | John Molnar    |
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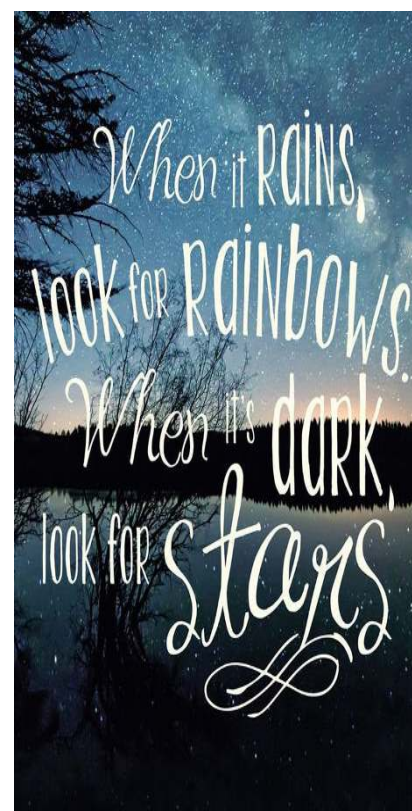
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## CALENDAR OF EVENTS

**Our Website:** [www.niagaraostomy.com](http://www.niagaraostomy.com)

**Our Email:** [info@niagaraostomy.com](mailto:info@niagaraostomy.com)

### 2017 Dates

Sept 19:

Oct 17:

Nov 21

December: No meeting

### 2018 Dates

Jan 16— open mic

Feb 20-open mic

Mar 20

Apr 17

May 15

### Telephone Numbers:

Niagara Ostomy Association: 905-321-2799

Coloplast: (866) 293-6349

ConvaTec (800) 465-6302

Hollister: (800) 263-3236

BBraun of Canada: (855) 822-7286



### Car Pooling

If you need a ride or are available to pick up someone in your area for our meetings, please call us at

905 321 2799

Anyone that would like to maintain a list of people offering/needing rides, please



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## NOTICE TO READERS:...

Products and methods mentioned in this newsletter are not endorsed by the Niagara Ostomy Association and may not be relevant to everyone. Consult your doctor or ET nurse before deciding to use any of them.

### Application for Membership

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postal Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Type of Ostomy(optional): \_\_\_\_\_

Dues are \$30.00 per year, renewable by December 31 of each year. Membership is open to all ostomates, family members, medical professionals, health professionals and other interested parties. Includes monthly newsletter. We do not wish to exclude anyone because of inability to pay dues. If payment of dues is a hardship, please inform the treasurer or president. They have the authority to waive individual dues. This information is kept in the strictest confidence. We will never share your email address. It will be kept strictly confidential. Completed application along with your cheque or money order (payable to Niagara Ostomy Association) should be mailed to:

Beth Harwood, 16 Greenhill Dr.,  
Thorold ON, L2V 1W5

Website statistics for the month of

December, 2017:

48 sessions

39 users

109 page views

77% new visitors

23% returning visitors

71% of visitors were from Canada

MailChimp – 138 emails were sent on November 16 regarding the December 6 2017 event – 51% were opened, and 22% clicked. We now have 139 subscribers to the newsletter list.

## SenSura

### Ostomy care solutions for every body

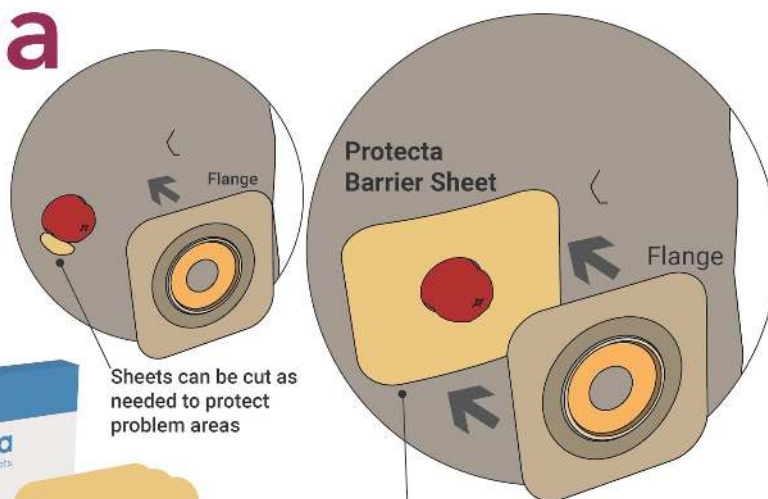


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education



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Our in-depth online resource covers a wide variety of ostomy content and highlights real stories from others who have walked in your shoes.

Living with an ostomy can take education, resources, and support. With me+ we make sure you don't have to figure it out alone.

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## PATIENTS AFRAID TO COMPLAIN ABOUT HEALTH CARE.

via: Torontosun.com November 9, 2017

JEFFREY OUGLER/POSTMEDIA NETWORK

TORONTO — Many patients, their families and caregivers worry filing a complaint about their health care could lead to reprisal, says Ontario's Patient Ombudsman, and there is still work to do to combat that perception. In her first ever annual report, which will be released Thursday, Patient Ombudsman Christine Elliott says her office received approximately 2,000 complaints from patients, their families and caregivers between 2016 and 2017. But many of those same people also expressed reservations about lodging the complaint.

"There is that fear of reprisal on the part of some people that if they make a complaint or speak out, that the care of their loved one will suffer," she says. "I've told people I consider that very unlikely to happen, but I can't guarantee that it won't happen."

In the report — called Fearless: Listening, Learning, Leading — Elliott encourages patients and their families to continue to come forward to her office with their concerns. She also asks hospitals, home-care agencies and long-term care homes to embrace the complaints process, which she says will lead to improvements in Ontario's health-care system.

"People are making these complaints for the right reasons," she says. "They want assistance with their own complaint, but they also want to make the system better, too."

The Ontario government created the Patient



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(Continued on page 9)



(Continued from page 8)

Ombudsman office in 2014 and the agency took its first complaint in July 2016. Elliott said in its first year of operation her office resolved 70 per cent of complaints, but consistent themes also emerged in the messages from patients and their families.

The report says that majority of the complaints fielded by the office, 70 per cent, related to Ontario's hospitals, 20 per cent related to home care and 10 per cent were related to long-term care.

The top five issues flagged to the ombudsman were inappropriate discharge, miscommunication or lack of communication, difficulty accessing service, poor care, and understanding and improving policies and procedures.

Elliott says about two-thirds of complaints involve some element of a breakdown in communications. Health-care agencies need to continue to work toward a "patient-first" approach, which relieves the anxiety people often feel when they're receiving care.

"Essentially, what people are telling us is they don't want to feel like a body with a disease or an illness," Elliott says. "They're a person and they deserve a measure of respect and dignity."

Elliott says symptoms of the province-wide problem with so-called alternate level of care patients — patients who are ready to be moved from hospital to another setting but can't be discharged because they have no place to go — are also surfacing in complaints to her office. While the prov-

ince grapples with ways to make more space in long-term care homes, it could take some simple steps to avoid complaints related to discharge planning, she says.

"We hear a lot from people that they hear 24 hours or less that their mother or father is going to be moved out and they don't have time to make good decisions," she says. "I think there's work that could be done on that point that could help relieve concern that patients are feel-

# SimErgy

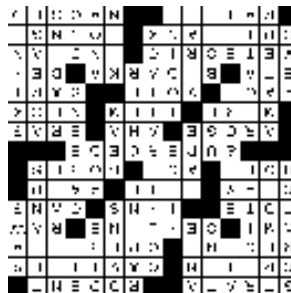
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(Continued from page 9)

ing.”

Health Minister Eric Hoskins says Elliot’s work “has provided a valuable opportunity for Ontario’s patients to be heard.”

“Our health-care system is at its best when patients are as integrated as possible in decisions about their care,” he says in statement.

Elliott says her office will continue to act as a conduit between patients and the government as it starts its second year. It also intends to dive deeper into some systemic issues to determine if there is enough evidence to warrant full investigation, she says.

“It’s not a finger-pointing exercise. It’s not to catch somebody out making a mistake,” Elliot says. “It’s for everybody to work together to try and resolve individual complaints, but also to try and make recommendations ... (that) can be imposed that will help strengthen our health-care system.”

### Tips & Tricks

#### from Vancouver (BC) Ostomy HighLife

source: North Central Oklahoma Ostomy Outlook, Jan 2018

The best time to change an ileostomy pouch without any output is when you first wake up. If you stop eating a few hours before bedtime and get a full night’s sleep, output should slow down enough for you to get a change done. If you must eat upon waking but before a change, try a nutrient-packed food that will raise your blood sugar but not cause any immediate output, such as a spoon of peanut butter or a hard-boiled egg.



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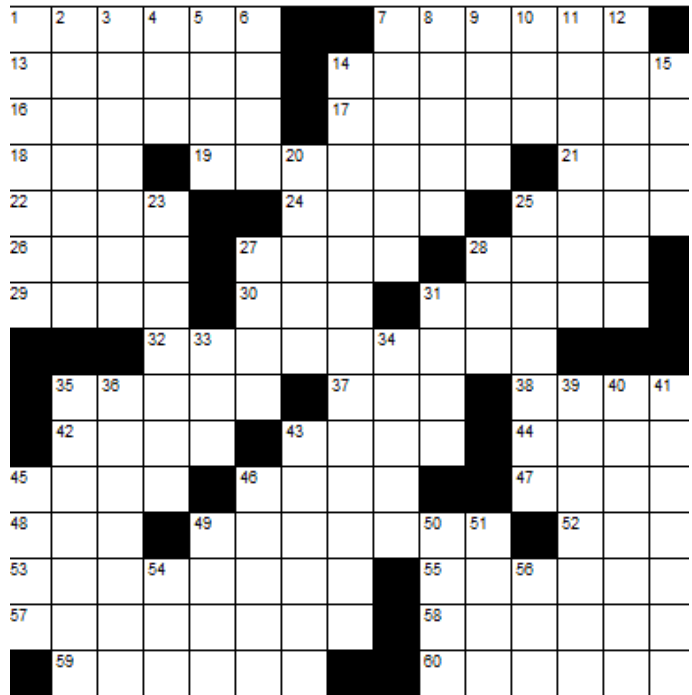
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1. Layers  
 7. Rat or mouse  
 13. Half-wit  
 14. Holes  
 16. New  
 17. Light opera  
 18. French for "Friend"  
 19. Authentic  
 21. Uncooked  
 22. Carry  
 24. Hotels  
 25. Tins  
 26. Kaolin  
 27. French for "Head"  
 28. A Maori club  
 29. Puncture  
 30. Card with one symbol  
 31. Drills  
 32. Replace  
 35. Got up  
 37. "Eureka!"

38. Historical periods  
 42. No more than  
 43. Bit of gossip  
 44. Make out (slang)  
 45. A magician  
 46. Cast a ballot  
 47. Indian dress  
 48. Estimated time of arrival  
 49. Kayak  
 52. Lair  
 53. Fast  
 55. A citizen of Calcutta, for example  
 57. Outmaneuver  
 58. Lollygag  
 59. A baby's toy  
 60. Hen-pecked

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 5. Bell sound  
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 7. Pillaging  
 8. Roasters  
 9. Calamitous  
 10. French for "Summer"  
 11. Nitrify  
 12. Lockjaw  
 14. Counterstrike  
 15. Wood-cutting tools  
 20. Daughter of a sibling  
 23. Blight  
 25. Lurches  
 27. Adhesive strip  
 28. Detachable container  
 31. Laser light  
 33. Utilize  
 34. Inspire  
 35. Novice  
 36. Sailing competition  
 39. Interpreting written material  
 40. Land  
 41. Peeled  
 43. A type of tincture  
 45. Quick note  
 46. Like the flu  
 49. A metal fastener  
 50. Pottery oven  
 51. Dwarf buffalo  
 54. Eastern newt  
 56. Excavated



Answers on  
page 9

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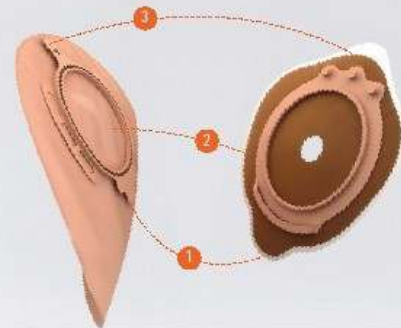
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## JOKES OF THE DAY



### The Raise

Sam walks into his boss's office and says "Sir, I'll be straight with you, I know the economy isn't great, but I have over three companies after me, and I would like to respectfully ask for a raise."

After a few minutes of haggling the boss finally agrees to a 5% raise, and Sam happily gets up to leave. "By the way," asks the boss, "Which three companies are after you?"

"The electric company, water company, and phone company!"

### Hot Shot

A young businessman had just started his own firm.

He rented a beautiful office and had it furnished with antiques. Sitting there, he saw a man come into the outer office. Hoping to look like a hot shot, the businessman picked up the phone and started to pretend he was working on a big, important business deal.

He threw huge figures around and made giant commitments. Finally he hung up and asked the visitor, "Can I help you?"

The man said, "Yeah, I've come to activate your phone lines."

"Thanks, boss," says the employee "I knew I could count on you!"

### Order of Operations

The sales chief, the HR chief, and the boss of a company are on their way to lunch when they

stumble upon a beat up, but valuable looking brass container.

The sales chief picks it up and starts cleaning it with his handkerchief. Suddenly, a genie emerges out of a curtain of purple smoke. The genie is grateful to be set free, and offers them each a wish.

The HR chief is wide-eyed and ecstatic. She says, "I want to be living on a beautiful beach in Jamaica with a sailboat and enough money to make me happy for the rest of my life."

Poof! She disappears.

The sales chief says, "I want to be happily married to a wealthy supermodel with penthouses in New York, Paris, and Hong Kong."

Presto! He vanishes.

"And how about you?" asks the Genie, looking at the boss. The boss scowls and says, "I want both those idiots back in the office by 2 PM."

Moral of the Story: Always let your boss speak first.

### The Paper Shredder

A young executive is leaving the office late one evening, when he finds the CEO standing in front of a shredder with a piece of paper in his hand.

"Listen," said the CEO, "this is a very sensitive and important document here, and my secretary has gone for the night. Can you make this thing work for me?"

"Certainly," the young executive says. He turns the machine on, inserts the paper, and presses the start button.

"Excellent, excellent!" says the CEO as his paper disappears inside the machine. "I just need one copy."