

Please share with Surrey/JPOCSC Campus staff, physicians, volunteers and contract staff



## The Thank You's are Rolling in the New Year at SMH & JPOCSC!

### **A Huge Thank You to Dal and Kevin from FMO**

and all of the FMO team. Our site was trying to make blocks for our equipment to meet Infection Control standards. Your team helped brainstorm different ideas and came up with a wonderful solution. Your openness and readiness to work alongside us is truly valued and appreciated.

[Creativity, Open Communication, Teamwork.](#)

*From Lily Luong (Physiotherapy)*

### **Thank You to Naz from Housekeeping and Yusef from Laundry**

back in November, Naz and Yusef saw us outside, unloading an enormous amount of supplies for our patient resource depot. The depot directly supports our most vulnerable patients. They both stepped up and helped to unload everything. This was above and beyond, and we were so grateful for their help. Once again, in January, Naz saw us unloading and again came to help us, without a second thought. We can appreciate how busy their own departments are, but these gentlemen were quick to jump in to support us.

[Authenticity, Caring, Compassion, Integrity, Teamwork](#)

*From the Volunteer Resources Department*

### **Thank You Robin from FMO**

for taking the time to look for a new cabinet for our wayfinders when ours broke. We really appreciate that you kept us in the back of your mind and got us a new (to us) cabinet someone else was getting rid of. Our wayfinders show it off to us every chance they get.

[Authenticity, Caring, Creativity, Integrity, Respect, Teamwork](#)

*From the Volunteer Resources Department*

### **Thank you to Amit Narayan, RN, from 3E**

who received numerous nominations for the employee of the month on 3E Medicine unit.

Here is how Amit's colleagues and co-workers described him as a nurse. "You have been doing an exceptional job, "outstanding nursing practice", respectful, approachable, calm, responsible, organized, systematic, consistent, helpful, and dependable and "provides safe and quality care to patients".

### **Thank you to Hospitalist Dr. Makhouljian, CTU 3E**

Nurses on unit describe Dr. Makhouljian to be a true leader and a very caring person. She is dedicated, respectful and approachable. She focuses on patient safety and is also supportive to all the nurses on the unit.

### **Thank You to Gurminder Brar, LPN and Jagdip Bhatti, LPN**

both were also nominated for their supportive and helping nature to their colleagues.

[Accountability, Caring, Compassion, Respect](#)

*From 3E leadership team.*

### **Thank You Melissa Rougeau and Rhonda L'Abbe**

for asking the volunteers to help this week due to the severe congestion in the Emergency Department. An ask was sent to all Emerg volunteers, to be aware of the extreme congestion action plan. They asked if they are available for extra shifts or to stay longer to please let us know, even if it is outside of their regular shift time. The staff, patients and families very much appreciate the extra care and comfort from volunteers. They also reached out to our Welcome and Wayfinding volunteers- advising that the CCT desk, will be busier than normal and to ensure someone is by the desk. As well as asked that the Wayfinders- check in with their fellow ED volunteers, to make sure they are okay and to help with wheelchair locations as much as possible.

We love our ED Volunteers!

[Accountability, Caring, Compassion, Employee Safety, Integrity, Respect, Teamwork](#)

*From the Emergency Departments!*

### **Thank You to Sadhiksha and Dr. Arora**

for their care, compassion, and interprofessional collaboration with our team on January 26th, 2020. Their kindness and generosity exemplifies the wonderful team spirit that exists in the medical and mental health community in Fraser Health. We greatly appreciate their help offered to a client in crisis, and willingness to collaborate in supporting the client's needs.

[Authenticity, Caring, Clinical Excellence, Compassion, Integrity, Teamwork](#)

*From the Surrey Mental Health Urgent Care and Response Centre Coordinators*

### **Thank You to Kathleen from OT**

for all the extra time you have put in to ensure a patient at Laurel Place Rehab had a safe discharge destination, as well as fully understood his options.

[Caring, Clinical Excellence](#)

*From Cassandra, PT*

### **Thank You Steven in Area Supply and Eric from Relief Driver**

for all the extra deliveries Steven does for us in Area supply, all you do is very much appreciated. Also, thank you to Eric the relief driver. You guys are awesome.

[Accountability, Clinical Excellence, Integrity, Teamwork](#)

*From all the staff in area supply at SMH and JPOCSC.*

### **A Shout Out and Thank You to Jessie Gill, Medical Imaging Supervisor**

for always being ready to support all of her staff, in way that she can. Also, to the Senior Booking Clerk, Sumera Munir, for being ready to go up to bat at any desk she's needed. Most of all for keeping relationships with all of us and understanding us like people, not just employees. They're a great team, doing an awesome job running the department and always having our backs. Thanks so much ladies, you make the department so much better!

[Accountability, Caring, Clinical Excellence, Coaching/Mentoring, Compassion, Employee Safety, Respect, Teamwork](#)

*From Gurpreet Sanghera, CT Booking*

## **A Huge Thank You to Sue Davis, Emergency Clerical Supervisor**

the best supervisor anyone can ask for, Sue is very supportive, caring and goes the extra mile to help us out. She is an exemplary individual, and wish there were more like her.

[Caring, Compassion, Integrity, Respect, Teamwork](#)

*From Parm Chepal, UC Emergency*

## **Thank You Dr. Jaskiran Brar, Stroke Neurologist on Tower 8**

she is very enthusiastic and committed to clinical excellence in stroke patient care for our stroke unit as well as for the entire Fraser Health region. She provides education, coaching and mentoring to the nurses, hospitalists, and allied health staff on the unit during stroke rounds twice a week. Her advocacy for patient care encompasses medical, psychological and rehabilitative care by facilitating good team work. What is most admirable is that she truly cares for each and every individual patient and wants them to obtain the most recovery possible after having had a stroke.

[Caring, Clinical Excellence, Coaching/Mentoring, Compassion, Employee Safety, Integrity, Open Communication, Respect, Teamwork](#)

*From Linda Zaron, Patient Care Coordinator Tower 8 Stroke/Neurology*

## **Patient Letters:**

### **My Sincerest Thank You to the SMH Pediatric ER Team**

We have had a few visits with our daughter, who was born with Adrenal Insufficiency. We have always has the most amazing care from all the nurses and doctors there. As a parent of a child with medical needs, it is never easy to have to go to the hospital when most would be able to stay home. It is never easy to give you child injections and take them to the ER at midnight because they cannot keep down their medications. Going to the hospital with your child Never. Becomes. Easy. What does make the whole scenario better is the absolute best care we have been given at SMH. The nurses have treated my daughter so well, and are so gentle and kind. She gets so scared when she knows we have to go to the hospital, but the nurses talk to her through the whole process (about princesses-her favorite!) and help her get through it all. Our last couple visits didn't end in an admission (yay!). I am so thankful for this resource in our community, and how we have always been taken seriously with her medical condition. We know this disease can be life threatening when not treated promptly, so we appreciate the fact that triage always listens and gets our daughter looked in as soon as possible.

Thank you all so much over the past few years, I know this can be a thankless job some days, but I hope you know how much your kindness and expertise means to our whole family.

[Caring, Respect, Clinical Excellence, Teamwork](#)

*From a Family*

### **Thank You to the SMH Pediatric ER staff**

who attended to my son during his time there at the beginning of January. They were all fantastic, the nurses and doctor, and went above and beyond to make him feel comfortable and provided him with the best care. My son had never had an IV before and the male nurse was so great with him and was talking to him about movies and then all of a sudden it was in and my son didn't feel a thing. They were great!

[Caring, Teamwork, Clinical Excellence](#)

*From a Family*