

## President's Message



As we move into the summer months after what seems like a very long winter and wet spring, there are many reasons to celebrate our accomplishments over the past year. We are seeing very tangible evidence of the hard work and vision of our staff, physicians and Board. The planned opening of our new surgical suites in the early Fall will offer both our patients a state-of-the-art facility to receive care and our staff an inspiring space to work and practice. The rapid development of the new mental health facility at the West 5th Campus is very exciting. The construction of this new facility is a great tribute to our St. Joe's team who worked tirelessly and passionately to shape a new vision for the care of patients in collaboration with our partners from the Ministry, our architects and the construction consortium, Plenary Health, who will build and operate the facility with St. Joe's in the future.

Accreditation Canada recently visited St. Joe's for our mandatory hospital Accreditation. I am pleased to say that we scored very well and our patients and families can be assured that we continue to deliver high quality care. The Accreditation team also gave us useful feedback on areas that we need to improve upon and we will be working to follow-up and deliver on the recommendations. Thank you to all staff who participated and for the outstanding response to our pre-accreditation

*Cont'd on Pg. 3*



## Boris family makes \$6 million gift to alcohol addiction research

### Gift gives hope to families and honours the memory of the late Peter Boris

The Boris family, like so many other Canadian families, has a sad connection to alcohol addiction. Owen and Marta Boris' youngest son, Peter, struggled with alcohol addiction for much of his youth and adult life. Sadly, he passed away two years ago at the age of 43.

Wanting to give hope to other families and to honour the memory of Peter, the Boris family made an announcement during Mental Health Week that will change the face of addiction care at St. Joseph's Healthcare Hamilton.

On May 3rd, just weeks after the sudden passing of Owen Boris, founder of Mountain Cablevision, his family courageously announced a \$6 million gift to alcohol addiction research. This is the largest gift to research St. Joseph's has ever received, the largest gift to mental health at the Hospital, and the largest gift to alcohol addiction research in Canada.



At the event, Peter's sister Jackie Boris-Work spoke openly and honestly about Peter's addiction. "We watched the devastating

effect addiction had on Peter, and we all felt the impact it had on our family. The impact was so deep that we knew we had to channel the despair we felt into something good," she explained.

*Cont'd on Pg. 4*





## Celebrating Nursing Week 2011 Nursing: Past, Present and Future

Nursing Week had special meaning this year, as it was not only the 10th Anniversary of the St. Joseph's Nursing Excellence Award Dinner, but also the 100th Anniversary of the opening of St. Joseph's School of Nursing.

At Nursing Grand Rounds held on May 9th, seven nurses presented their impressive work on changing practices to improve patient and staff outcomes. The "Staff Nurses as Change Agents" included Amanda Salonen RPN and Shawn Smith RN, from 10 Tower (Falls Prevention); Teresa Morosin RN, from Nephrology and Alexandra Crowe, RN, from ICU (Skin and Wound Health) and Claire Chaput RN, Angela Spiler RN, both from CTU Central and Phuong Do RN, from CTU West (Collaborative Practice). Their expertise and passion were truly inspiring.



The reception afterwards featured beautiful photos and other archives from St. Joseph's School of Nursing, lovingly displayed by a group of very dedicated alumni. A celebratory cake for the 100th anniversary was enjoyed with refreshments and fellowship. A poster and video were also running to showcase the benefits of specialty Canadian Nurses Association (CNA) certification for nursing, while student participation in SJHH nursing research projects was also highlighted.



The well-attended 10th Annual Nursing Excellence Award Dinner, held on May 10th at Carmen's Banquet Centre, honoured 122 nominees. A list of all nominees and award recipients are outlined on the insert included in this copy of *Connections*. Congratulations to all! Winnie Doyle, Chief Nursing Executive and VP, Clinical Services, presented Cheryl McQueen, St. Joseph's School of Nursing Alumni President, with a plaque to commemorate the 100th Anniversary of the school and to acknowledge our appreciation for the alumni's significant contributions.



On May 11th, the annual interdisciplinary Knowledge Café was hosted by the SJHH Psychiatric Mental Health Nursing Promotion (PMHNP) Committee in partnership with the SJHH Abuse Education Committee. Held at the West 5th Campus and featuring the theme "Trauma Informed Care", nurses, other regulated healthcare professionals, support staff, community agencies, volunteers, students and clients interacted with poster presenters from seven community services and four SJHH committees. Everyone enjoyed cake, coffee, live entertainment and door prizes. In keeping with the theme of Nursing Week, Museum Committee member Betty Laird presented a very informative display on the history of nursing.



In keeping with the CNA motto for this year: "Nurses: The Health of the Nation", many inpatient units prepared displays for everyone to learn more about nursing contributions to healthcare at St. Joseph's, in our community and across Canada.

Submitted by Heather Hoxby, Director of Nursing & Nancy St. Aubin, Administrative Assistant, SJHH



## St. Joseph's Healthcare **APPOINTMENTS**

### **Director Risk Management, Legal & Medical Affairs**

We welcome Margaret Doma to her new role as Director, Risk Management, Legal and Medical Affairs.

Margaret began her career as a Social Worker in the Departments of Neurosurgery, Critical Care and Trauma at Hamilton Health Sciences for 12 years before moving to St. Joseph's Healthcare in 2003 as Risk Manager for the Mental Health and Addiction Program compiling a total of 13 years experience as the Manager of Risk Management & Patient Relations. She was responsible for the implementation of the Safety Incident Reporting System and the Patient Relations Program at St. Joseph's Healthcare.

Margaret can be reached at Ext. 37310.

### **Nurse Manager Emergency Department**

We are pleased to announce that Tara Coffin-Simpson has been appointed new Nurse Manager of the Emergency Department (ED), Charlton Campus.

Tara brings to this position a significant number of years of nursing, as well as management experience during her time on CTU West.

Tara had the opportunity to work with the Emergency Team in the Toyota Improvement Project. Her attention to data and process helped produce significant improvement in ED wait times. Her skills and energy will assist the ED in achieving its goals.

Tara can be reached at Ext. 34169 or through paging at Ext. 33311.

Do you have an appointment to share? Send it to us and we'll publish it and/or post it on **MyStJoes** if space permits.



## **School offers insight into the world of Aerosols**

The Firestone Institute for Respiratory Health's (FIRH) Aerosol School is a three-day teaching program, lead by Dr. Myrna Dolovich (1st row, 4th from left), offering expert information and training in the field of medical aerosols. Through the program, participants learn the range of measurements, techniques and approaches to drug development and inhaler design used in academic and pharmaceutical industry aerosol labs. This year, the program ran from April 6th to 8th with faculty members representing aerosol scientists, engineers and clinicians. The program offers a wealth of knowledge through the two components of the program: lectures and in-lab learning. Program fees, which are waived for up to five students, cover copies of the course material, a USB key that contains more information and membership in the International Society of Aerosol Medicine (ISAM). ISAM is comprised of aerosol experts who are dedicated to all aspects of aerosol research in medicine.

In the three years that this program has been running, approximately 60 students have completed the training, many of whom have come from as near as the USA and as far away as Sweden and Taiwan.

Next year's program runs April 11th-13th, 2012.

*Submitted by Eric Bang  
Intern, Public Affairs Dept., SJHH*

*Cont'd from Pg. 1*

Patient Safety and Worklife surveys which were most helpful in planning our Accreditation process.

I would be remiss if I did not make special note of the difficult challenge that C. difficile has presented to the St. Joe's community – our patients, staff and families have suffered as a result of this. We have improved remarkably in our ability to systematically control infection risk. However, we cannot allow our vigilance to slip. Our efforts must result in a "new normal" with continuous attention to isolation practices, testing, hand hygiene, use of personal protective equipment (PPE), equipment /facility cleaning and careful use of antibiotics. We have made great strides and

could be national leaders in practice if we continue.

We are embarking on a public campaign this month with our Foundation to raise funds to support the new Surgical Centre, the development of the West 5th mental health facility, and research at St. Joe's. Our greatest ambassadors are our staff who, through their daily work and care for patients and families, inspire our generous donors to support our programs.

Thank you for all that you do and I hope you have a pleasant summer.

*Dr. David Higgins  
President, St. Joseph's Healthcare Hamilton*



## What's all the hype around Plant Sterols?

On May 21, 2010, Health Canada approved the addition of plant sterols to food products by manufacturers. The ability of plant sterols to lower cholesterol has been recognized for almost half a century, but it was not until recently that Health Canada concluded that plant sterols appear to be safe and non-toxic, based on clinical studies.

### What are plant sterols?

Plant sterols are essential components of plant membranes that occur naturally in plant-based foods such as vegetables, fruits, nuts, grains and legumes.

### How do plant sterols lower cholesterol?

Plant sterols exert their effects by increasing the removal of cholesterol from the body by partly blocking its absorption in the small intestines. Since, high blood total cholesterol and low-density lipoprotein cholesterol levels are known risk factors for coronary heart disease (CHD), reducing cholesterol levels would reduce a person's risk of CHD. Results from 84 human clinical trials have shown that an average intake of 2g/day of plant sterols has an overall 8.8% reduction in LDL-cholesterol. Given that heart disease and stroke is the number one cause of death in Canada, having food products containing plant sterols is a significant dietary advancement for Canadians.

Even though plant sterols can be and are consumed as part of a healthy diet, it's a challenging task to consume enough plant sterols to have a significant effect in lowering cholesterol. For example, to consume the recommended 2g/day of plant sterols, a person would need to eat 425 tomatoes or 70 slices of whole grain bread. Therefore, Canadian manufacturers have started fortifying plant sterols to margarine, salad dressing, yogurt and juices.

### The Bottom Line...

Food and beverages supplemented with plant sterols may reduce cholesterol and are a promising strategy in helping to lower a person's heart disease risk.

### Boris family makes \$6 million gift

Cont'd from Pg. 1

Debbie Bang, an integrated manager with Womankind Addiction Service at St. Joseph's Healthcare Hamilton and Men's Withdrawal Management Centre at Hamilton Health Sciences, was deeply touched by Jackie's words and by the bravery the Boris family demonstrated by sharing Peter's story and making such a magnificent investment.

"What Jackie has done in minutes is what so many people have been trying to do for years. Her words enabled us to understand that Peter was a real person who was loved and supported, and yet he was still not able to find recovery from his addiction," Bang said, adding, "It is an amazing day for the addiction and mental health fields. I am so grateful to the Boris family for giving the field of addiction a spotlight and a gift that will enable us to help people living with addiction, people just like Peter."

Half of the funds will be used to establish *The Peter Boris Chair in Alcohol Addiction Research*. The Chair will expand the boundaries of knowledge surrounding alcohol use disorders and addiction by using innovative brain imaging techniques. The remaining \$3 million will be used to create *The Peter Boris Alcohol Addiction Research Centre* at St. Joseph's new West 5th Campus. This centre will foster the link between research and clinical care of people living with an addiction.

"The effects of alcohol addiction on individuals and their families are devastating," said Dr. Robert Zipursky, VP, Mental Health and Addiction Services at St. Joseph's and Chair of Psychiatry and Behavioural Neurosciences at McMaster University. "We need to better understand alcohol addiction so that we can treat it effectively."

Dr. Kevin Smith, President and CEO of the St. Joseph's Health System,

concluded the emotional event by thanking the Boris family for their visionary gift. "It takes true benevolence to turn a tragedy into a transformative gift and that is what the Boris family has done. This \$6 million gift will help the hundreds of thousands of Canadians who are currently living with alcohol addiction."

*Pictured top , Pg. 1: From L to R - Sera Filice-Armenio, Brian Work, Jackie (Boris) Work, Les Boris, John Kelton, Kevin Smith, Bob Zipursky*

*Pictured bottom, Pg. 1: Peter Boris clowns around with dad, Owen.*

## Fast Facts about Alcohol Addiction

- According to a 2004 publication by Statistics Canada, more than 600,000 Canadians are dependent on alcohol.
- The rate of heavy drinking is 3x higher among youth 15-24 years, than adults 25 years and older. Peak onset is 19.
- Substance dependence disorders often co-exist with mental illnesses, although it's often unclear which comes first.
- Like many other medical and mental illnesses, alcohol addiction runs in families. About 50% of the risk of developing alcohol-use disorders is explained by genes and the rest through gene-environment associations.
- Less than 25% of people with alcohol dependence seek treatment. When they do, it is typically after eight or 10 years of addiction.
- Those dependent on alcohol or another substance often demonstrate a higher morbidity rate and shorter life expectancy than the general population due in part to more chronic conditions, injuries, and suicide attempts.
- It is the world's leading risk factor for death among men under the age of 60.

# Are You Code Ready?

A **Code Grey** is used to alert the organization to a potential infrastructure loss or failure to respond to either:

1. **Code Grey - Air Exclusion**
2. **Code Grey - Loss of Essential Service**

## Code Grey Air Exclusion

Defines the course of action required if there is a risk that contaminated air may enter the hospital. (i.e.: external chemical spill)

If such an event occurs, Building Services will initiate a "Button Down" procedure, taking the steps necessary to limit external air intake. This will include air-handling units, exhaust fans, fume hoods, laminar flow hoods and medical air pumps.

## Code Grey-Loss of Essential Service

Defines the course of action in the event of an infrastructure loss or failure ie: *Electrical, Water, Heating/Cooling, medical gas supply.*

## Code Grey Stages

1. *Code Grey "Standby"* - This will be announced on the overhead paging system to alert the organization that a service utility is being investigated and complete loss of the utility may occur or that an external situation may result in initiating the "air exclusion" procedure.
2. *Code Grey "In Effect - Loss of Essential Services"* - This will be announced on the overhead paging system to notify the Campus that there has been a complete loss of a utility which will be identified on the announcement and other vehicles such as hospital email and Net Presenter will be used to disseminate the information.
3. *Code Grey "In Effect - Air Exclusion"* - This will notify the Campus affected that Building Services will be initiating the "air exclusion" procedure.

Code Grey

Submitted by Stephanie Trowbridge  
Manager, Emergency Preparedness, SJHH

## St. Joe's physician leads international research team with new findings on Heparin

New findings on Heparin and its improved patient outcomes have recently been published in the latest edition of the *New England Journal of Medicine*. The research team found that a lower dose Heparin proved 50% more effective at preventing blood clots in the lungs of patients and was just as safe as the regular Heparin at preventing bleeding and had less risk of causing an adverse reaction to the drug.

The findings were gathered by an international group of Intensive Care Unit (ICU) researchers led by Dr. Deborah Cook, ICU physician at St. Joseph's Healthcare Hamilton.

"We are extremely pleased with the outcomes of this study," said Dr. Cook at a news conference held on April 7th at St. Joseph's Healthcare Hamilton. "These results will lead to changes in practice at the bedside, leading to better outcomes for our patients. They will also be helpful to further understanding the causes of deep vein thrombosis and what we might do to prevent blood clots."

Thromboembolism, or blood clots, affect up to 10% of the sickest patients in the health care system, specifically those in the ICU, and often prove fatal. The Prophylaxis for Thromboembolism in Critical Care Trial (PROTECT) study was conducted in ICUs in 67 academic and community hospitals in Canada, Australia, Brazil, Saudi Arabia, the United States and the United Kingdom. The international group of researchers is aiming to determine the best way to guard against blood clots by evaluating the effectiveness of a new lower dose Heparin (dalteparin) against the standard dose.

This study was supported by the Canadian Institutes of Health Research and will likely lead to the establishment of new practice guidelines in intensive care that prefer the use of lower dose Heparin as a more effective drug for preventing blood clots in critically ill patients.

Dr. David Higgins, President of St. Joseph's Healthcare Hamilton, emphasized this achievement and its impact in Hamilton: "For one, the PROTECT study clearly shows that truly world class research in the health sciences is being conducted right here in Hamilton. We have international leaders like Dr. Cook at our institutions, and our patients are benefitting by having the best and brightest physicians and access to the most current healthcare practices. Dr. Cook has long been at the forefront of developing best practices in the ICU."

Dr. Deborah Cook  
ICU physician and study lead



## New feature enhances communication between staff and leadership



As a way to further enhance communication between our staff and Leadership Team, we are excited to have recently launched a new interactive “Ask David and Leadership Team” feature on the

MyStJoes homepage. This site allows all hospital employees, volunteers and learners to ask questions and receive answers on any topic related to activities and work at St. Joseph’s Healthcare Hamilton. The site is based on the highly successful “Ask Emma” feature, but has now been broadened so that staff can get in touch with Dr. Higgins and the Leadership Team on a range of topics including, but not limited to, Quality & Patient Safety, Human Resources, Clinical Services, Redevelopment, Strategic Planning, Information Services, Finance and Medical and Academic Affairs.

## Haiti receives the equipment it needs



New buses for our International Outreach Program (IOP)! These buses hold over 30 people each and now ensure a safe and reliable means of transportation for our IOP teams.

An orderly storage and distribution centre for supplies is vital to ensuring goods arrive at the bedside. A brand new distribution/biomedical engineering centre was built and staff trained to meet its needs.

Both the warehouse and buses are as a result of priorities identified by our Haitian colleagues and funded through donations to the Haiti relief program.

## Enhanced documentation tool now available for MHAP

The St. Joseph’s Mental Health and Addiction Program (MHAP) is proud to announce the launch of its new Observations Seclusion Restraint Application (OSRA), a unique, in-house developed application used to document incidents of increased aggression amongst patients.

With the OSRA, the healthcare team is able to electronically record patient behavior, time of seclusion, type of restraint, identification checks, environmental surroundings and make a measurement of the patient’s aggression level based on an aggressive incident scale. The aggressive incident scale ranges from zero to nine with zero being no aggressive behavior to note and nine being the highest level of aggressive behavior.

Having this data allows the healthcare team to identify the circumstances in which patients are likely to experience incidents of escalated aggressive behaviors as well as identify de-escalation techniques. With the data collected from the OSRA, staff will now be able to foresee and/or prevent incidences of aggressive behavior. “The need for the development of the OSRA came from SJHH’s corporate initiative to reduce the number of restraint and seclusion incidences,” said Sue Garton, RN, RAI Coordinator.

Prior to the OSRA, the MHAP used a paper recording system to record incidents of seclusion and restraint. These recordings did not provide an accurate account of incidents and didn’t offer any useful data to learn from. This new application provides a consistent scale to measure observations against.

The application runs on Panasonic’s “Toughbook” tablet and was developed in collaboration with Panasonic, SJHH’s Information Services Department and the hospitals Seclusion & Restraint Committee.

The OSRA was piloted in two units at the hospitals West 5th Campus in November 2010 and was officially implemented at the end of March 2011. Now fully implemented throughout the MHAP, the OSRA is proving to be an excellent tool.

“While this is the first application of its kind in Canada, I hope that other hospitals recognize the benefit of the OSRA,” said Sue. “By bringing patient care to the forefront with the OSRA, SJHH continues to be a leader in innovative healthcare services.”

Submitted by Eric Bang  
Intern, Public Affairs Dept., SJHH



## St. Joe's own Stars

The 2011 Patient Safety Stars Award was presented at the Leadership Convention in April. Over 35 applications were submitted from clinical and non-clinical areas across the organization. All submissions were terrific examples of our commitment to ongoing improvement in delivering quality care and services.

Congratulations to the Hamilton Regional Laboratory Medicine Program, Dept. of Microbiology, Virology/ Molecular Section for their work in *Novel Detection Methods for C-difficile & Respiratory Viruses*.

Team members include: Candace Rutherford, Maureen Booth, Lori Monkman, Marty MacPherson, Anne-Marie Campanella, Rose Servedio, Cindy Robinson, Sylvia Medeiros, Wendy MacQueen, Carole Ross, Kathy Lafferty, Lori Snow, Dr. Suzanne Dale, Dr. James Mahony, Dr. Christine Lee, Dr. Padman Jayaratne, John Korver and Deborah A. Johnson.

The team will receive funding (up to \$1000) for education/training or other resources/tools that will contribute to ongoing quality/patient safety enhancements. Check out the July edition of *Connections* to learn more about these leading edge lab tests that resulted in more timely and accurate diagnosis and treatment for patients with infectious diseases.

Two honorable mentions were also awarded: Pharmacy, Medication Reconciliation in the Pre-Admission Assessment Unit and Firestone's (FIRH) Lung Diagnostic Assessment Program.



## Accreditation 2011:

# Survey Success!



Congratulations to all staff, volunteers and physicians as the 2011 Accreditation onsite survey has come to a close. This is the culmination of incredible work over the last year to prepare for this critical step in our ongoing quest for quality.

In addition to five new Required Organizational Practices (ROPs), three new sets of standards were added to this year's survey: Organ Donation and Transplant, Laboratory Services, Reprocessing and Sterilization. Despite these added criteria and expectations, the May 16th-19th survey was a great success with significant improvement over our 2008 results. This is thanks to your hard work and commitment to quality and patient safety.

Accreditation is an ongoing process over a three-year cycle and we now move into a phase of reflecting on what we can learn from the Surveyor report and the possible improvements and progress we can achieve going forward. Particular attention will be needed to address the following: Medication Reconciliation across the continuum of care in all programs; preventative maintenance and tracking; regular performance appraisals; establishing goals and indicators that are meaningful to frontline staff at the program level. With the guidance and support of the program/ service Quality Councils and the corporate Quality, Patient Safety Steering Committee, we will undoubtedly achieve these objectives to establish SJHH as a leader in quality and patient safety.

The Board and Senior Team would like to extend their sincere appreciation for all you do to continually improve the care and service we provide our patients here at SJHH.

### Comparison Results

	2011	2008
# applicable criteria	2156	1478
# unmet criteria	67	109
% unmet criteria	3%	7%
# unmet ROPs	6/35	10/30



### Congratulations

to Scott Farrington, a Vocational Counsellor on the Medium Forensics Unit who won a \$100 gift certificate from Home Depot. Thanks to all who took the time to participate in the contest. Keep up the good work!

Submitted by Ann Higgins  
Quality & Patient Safety Consultant, SJHH

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Payday Payouts Lottery

*Winners!*

**Winner:** Stephanie Piatek  
**Department:** Occupational Therapy  
**Draw Date:** April 28th, 2011  
**Prize Amount:** \$5,944.50

**Winner:** Rosemarie Jacklin  
**Department:** Housekeeping  
**Draw Date:** May 12th, 2011  
**Prize Amount:** \$6,015.00

**Winner:** Margarida Moorcroft  
**Department:** Occupational Therapy  
**Draw Date:** May 26th, 2011  
**Prize Amount:** \$6,097.50

*Summer Sizzler*  
2011

**Mark Your Calendars!**

**Charlton Campus**  
August 10th 11:30am to 2:30pm

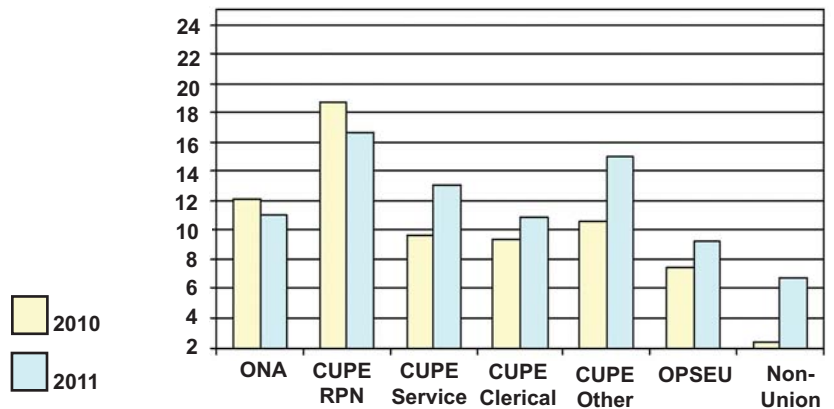
**West 5th Campus**  
August 17th 11:30am to 1:30pm

**King Campus**  
August 24th 11:30am to 2:30pm

*Be sure not to miss it!*

*Creating a Culture of Attendance @ St. Joe's*

Average Days per Employee - April 2011 vs. April 2010



We are now more than a month into the new fiscal year and April records paid sick hours that are approximately 9.5% higher than what was reported for the same month last year.

This begins our fiscal year with a projected annual average of 10.82 days per employee, which is actually 1.34 days greater than where we began last year.

The graph above highlights groups that are experiencing both increased and decreased sick time from the same month last year. Of concern at present is the non-union group that reveals the greatest increase in the average days per employee.

We are currently looking into reasons that can help explain the differences in sick time taken across groups and hope to set a new goal for the current year that will encourage employees to support a positive overall attendance rate at St. Joe's. We have experienced significant improvements in absenteeism over the past few years and know that with a focus on attendance awareness we can continue to have success.



**10th Annual Starry Night**

Saturday, November 26th, 2011  
Hamilton Convention Centre

*Stay tuned for more information soon!*

*Connections* is published monthly by the St. Joseph's Healthcare Public Affairs Department.

**We want to hear from you!**

Please send us your comments, suggestions, story ideas or submissions. The Public Affairs Department reserves the right to edit and print your submissions as space permits. Submissions are subject to approval. Submissions must be received by the 10th of each month prior.

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