



RESPECT

BONNIE MENDE, RN, COORDINATOR PROGRAMS AND STAFF DEVELOPMENT
BANFF MINERAL SPRINGS HOSPITAL

A shining example of the art and science of nursing

By Charlene Morrison

At Covenant Health's Banff Mineral Springs Hospital, Bonnie Mende's respectful leadership is felt throughout the facility.

"Bonnie is a very special person. She is a true example of upholding the sacredness of each life and living our mission to serve others with compassion and respect," said Cindy Mulherin, Executive Director, Banff Mineral Springs Hospital.

As one of the hospital's unsung heroes, Bonnie is a shining example of both the art and science of the nursing profession.

Bonnie's passion for learning ensures she practices leading-edge standards of care, while honouring residents with the utmost respect and dignity by addressing each person by their surname. She also approaches residents and their families with meaningful conversations in order to provide them with the best care possible.

Educated at a time when nurses stood up when a physician entered a room, Bonnie maintains this standard today and continues to respect and value all members of the interdisciplinary teams and embraces their diversity by cultivating teambuilding through shared cultural traditions among staff.

Bonnie is also a wonderful role model for new health care professionals. She always answers questions for the second and third time with a patient smile and an understanding attitude. She is a trusted confidant and is always there to listen, and to offer support to people in a time of need.

Bonnie's respect in the workplace goes beyond the continuing care unit. She interacts positively with over 166 volunteers to support resident care. Bonnie values the Covenant Health legacy and played a key role in recognizing the 75th Anniversary of the Sisters of St. Martha's coming to Banff with an historical display and celebration.

She summed it up best when she said "I'm not much of a talker, I'm a doer."

Bonnie Mende's steadfast nursing practices and respectful approach to her patients and colleagues has earned her the 2010 Covenant Health Mission Award for Respect.