



May 2025 | A Note from Kathleen Klaasen, CEO

Spring is here!

We even enjoyed a touch of summer over the weekend - amazing (especially considering the *whiteout* conditions)! You may have noticed that the Courtyard just outside the cafeteria is open for the season. We hope that you can take a few moments now and then to go for a stroll or a roll, get some fresh air, listen to the birds, and enjoy being out of doors. It is important to 'recharge', for our physical health, our mental health, and our emotional wellbeing.

Strategic Plan

It's been one year since we crafted, adopted, and embraced our 5-Year Strategic Plan, complete with a [Purpose](#), [Priorities](#), Goals, and - of course - [Person Directed Living Commitments](#); a year filled with change and challenges, achievements and adventure. We remain committed to creating a vibrant innovative, and inclusive community that enables each person to live a purposeful and meaningful life. Year 2 is going to be remarkable.

Thank You Volunteers

183 volunteers contributed over 6,130 hours to RHC in the 2024/2025 fiscal year. This represents a **50% increase in the number of volunteers** and a 19% increase in hours over 2023/2024.

As a result, we were able to strengthen volunteer support of Cycling Without Age, dining room assistance, friendly visitation, and other key initiatives. Our person directed living culture transformation, in particular, was enriched by the involvement of nursing students. We are grateful for each person who chooses to share their time and talents at Riverview; our community is stronger because of it.

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CAMPUS CALENDAR

May 8 - Music: Winnipeg Pops Orchestra | 7pm | Cafeteria + Thomas Sill Auditorium

May 17 - Music: Invisible Trio | 2pm | Cafeteria + Thomas Sill Auditorium

June 4 - [Research at Riverview \(Presentations\)](#) | 2pm | Thomas Sill Auditorium

June 8 - [RHC Foundation's Cycle on Life](#) | 8am | RHC Grounds

June 13 - [Resident Council Meeting](#) | 2pm | Thomas Sill Auditorium

June 25 - [Care Partner Support Network](#) | 3pm | Thomas Sill Auditorium

Campus News



CELEBRATING RIVERVIEW'S AMAZING VOLUNTEERS

Hayley Taylor is a University of Manitoba psychology student, a track and field coach, and a Riverview Health Centre volunteer. **Joyce Allen** is a woman with a strong and active faith, a knitter, and an RHC volunteer. **Trish Ward** is a retired educator, enjoys aerobics, and is a volunteer at Riverview. **Nancy Brown** is a former Clinical Ethicist, an avid horsewoman, and – along with her dog **Penny** – is a Riverview volunteer.

These are just four of the many kind and generous people who share their time, talents, and compassion with the people we serve here at Riverview. Each has their own reasons for volunteering and for choosing to be part of the RHC community.

Hayley appreciates the opportunity to gain experience, build community connections, and share her passion for Winnipeg sports. She has been volunteering at Riverview for 1 year and sees the power that one volunteer can make in the lives of those living and attending programs at RHC.



Joyce has been volunteering at Riverview for about 27 years – 27! She began in Pastoral Care, providing a worship experience for those who could no longer attend their home place of worship. Now, she helps out at the Gift Shop. She particularly enjoys the chance to share time with people in an atmosphere and environment of love and caring.

Trish has been helping out at special events and playing crib or chess with residents several mornings a week for the past 4 years. She enjoys connecting with people in a real way –feeling that her visits make a difference in their lives.

Nancy and her dog **Penny** typically spend time visiting folks in the palliative care area, offering a bit of distraction, comfort, and memories of happy times. They've been helping people we care for, their families, and RHC staff navigate stressful and challenging days for about 2 years. Nancy treasures the special opportunity she and Penny have to make a unique impact on people's last days.

While the efforts of each volunteer benefit those we care for, they also support our Team and a vibrant, innovative, and inclusive community. For that, and so much more, we are sincerely grateful.

Watch for individual profiles of Hayley, Joyce, Trish, and Nancy in upcoming newsletters. For now, when you see any of our hardworking volunteers, share a smile and a hearty thank you for all they do.

You may remember that we highlighted another of our volunteers - Ava - last month. Check out this [WRHA video profile](#) featuring Ava in her volunteer role at Riverview. Well done Ava!

RESIDENT ENGAGEMENT FORUM

On March 12, 27 residents attended Riverview's first **Resident Engagement Forum!** The feedback collected from residents on various engagement opportunities at the Forum was summarized and reviewed at Resident Council on April 11.

Below is a summary of the feedback received. We are working with stakeholders to identify what changes we can action this year based on the feedback provided. We look forward to sharing what we accomplish throughout the year!

Feedback on Current Engagement Opportunities

[Resident Council](#)

- Increase promotion and awareness
- Improve accessibility (audio)

Ideas for Potentially New Opportunities for Engagement

[Community Meetings](#)

- Meetings held at least monthly
- Participants include residents, care partners,

[Clubs](#)

- Social clubs (e.g. current events)
- Creative clubs (e.g. painting)
- Outdoor/Nature clubs (e.g. bird-watching)
- Movement clubs

- Have representation from each community at Council
- [Quality & Safety Council Resident Advisor Roles](#)
- Increase promotion and awareness
- Ensure resident advisors (2) are from different communities
- Have resident advisors collect concerns from each community and share at Quality & Safety Council

- and staff to facilitate and take notes
- Volunteering Roles**
- Mentoring or teaching skills like knitting and chess
 - Supporting social activities such as bingo and the bar cart
 - Helping with maintenance and tasks such as gardening and newspaper delivery
 - Being an ambassador and providing welcome tours and doing friendly visiting

- Games and Sport clubs (e.g. trivia, curling)
- Other**
- Have the recreation calendar from each area available in each community
 - More opportunities for exercise, being outdoors, and moving about freely
 - More programming with children (e.g. reading, reminiscing)
 - Introduce game shows, tournaments, centre-wide puzzle, and travelogues

How to Share a Concern

You may notice a new poster in your community or care area about 'How to Share a Concern.' It lists all the ways you can raise a concern or share a compliment. It looks like the picture on the right, but will have different contact information, depending on your community or care area.

In any case, the steps are the same: **1. Start by talking with a Nurse or Member of your Care Team.** If you feel your concern hasn't been resolved, move on to Step 2, and so on.

1. Speak with a Nurse or a Member of your Care Team.
2. Contact the Resident Care Manager for your community or care area. The Manager's phone number, email address, and photo are included.
3. Contact the Director for your community or care area: [Victoria Marek](#) (CD, AB, 3West) or [Leanne Johnson](#) (2E, 2W). The Director's phone number, email address, and photo are included.

Whatever you want to say, please know that we want to hear it. Good communication is a key part of building strong communities.



- You can also, at any time:
- Fill out a Comment Card
 - Attend a Care Partner Support Network meeting
 - Visit our Website and [share your thoughts](#).

What is the Riverview Quality & Safety Council?

Purpose?

To oversee all aspects of quality and safety at Riverview Health Centre

What is discussed?

- Quality initiatives
- Wins and risks
- Standard compliance and activities for Accreditation, Manitoba Personal Care Home Standards, and Manitoba Association for Safety in Healthcare
- Survey results and reports
- Safety huddles

Who is a member?

- Chief Executive Officer
- Chief Nursing Officer & Director, Patient Care Services
- Director, Resident Care Services & Allied Health
- Chief Human Resources Officer
- Managers
- Quality & Accreditation Consultant (Chair)
- Safety Coordinator
- Disability Management & Injury Prevention Coordinator
- Physician (1)
- Resident Advisors (2)

Who are our resident advisors and what is their role?

Jack and Mike from the 3West Community are our Resident Advisors on Quality & Safety Council. Their role involves:

- Sharing resident's appreciation for activities, upgrades to the campus, etc.
- Sharing resident's concerns and advocating for change
- Providing feedback to enhance our quality and safety work

Questions? Contact the Quality & Safety Council Chair, Olivia Essex at oessex@wrha.mb.ca.

Upcoming Events

Scan the Campus Calendar at the top of this newsletter for lots of great activities. There is something for (almost) everyone! Mark your calendar and plan to attend!

Research at Riverview: Healthy Aging

Wednesday, June 4, 2025
2pm - 4pm | Thomas Sill Auditorium

**Improving Motivation and Satisfaction
When Playing Serious Games for
People Living with Dementia**
Rashmita Chatterjee

**Engaging Frontline Long Term Care
Staff in Examining Moral Injury and
Unmet Mental Health Support Needs**
Kirsten Reynolds and Courtney Grosky

**Person Directed Living: Opening the
Doors**
Genevieve Thompson

Poster Presentations

*Please RSVP to lfoster3@rhc.mb.ca
by Friday, May 30, 2025.*



Join the **Riverview ACES** at the
2025 IG Wealth Management
Walk for Alzheimer's
Saturday, May 24 | 10am
Assiniboine Park, Lyric Theatre

Last year's small but mighty team had a great time, even in the rain! If you'd like to become part of the Riverview ACES and/or support our team fundraising goal, please click [HERE](#).

Alzheimer's and other forms of dementia affect many of those we serve here at Riverview. Participating in this event is another way we can support people who need our care, whether they reside at Riverview or in the community beyond.

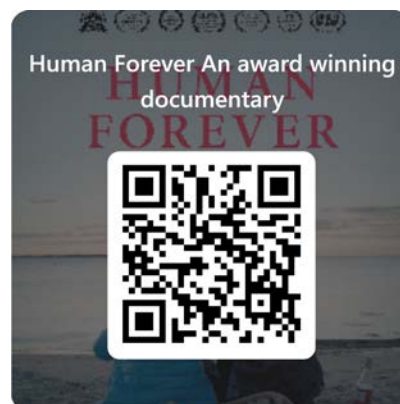
Person Directed Living

GRAND ROUNDS

Tuesday, May 27, 2025 | 1pm - 3pm
Sam Cohen Auditorium, St. Boniface Research Centre

Featuring a screening of **Human Forever**, an award-winning documentary by Jonathan De Jong and Teun Toebe that explores dementia care around the world. Scan the QR (right) to register today. It's free to attend; registration is required.

*Presented by Riverview Health Centre and
University of Manitoba College of Nursing,
with support from Action Marguerite.*



Community Connection

Resident Council Report - April 11 Meeting Notes

Resident Engagement Forum

- See notes above.

Resident Council: Next Meeting

Tub Room Update

- Work is progressing; about 71% complete.

Co-Chair Update

- Andre encouraged Residents to share with him any concerns and questions they might have. He also provided information about an upcoming Cribbage tournament.

Round Table

- A Resident shared Winnipeg Free Press articles regarding Alzheimer's disease (March 24) and travel information (March 22)
- With regard to outbreaks, question was asked re: why both sides of a community are closed when an outbreak is only on one side. Trial is underway to determine impact of closing only the outbreak side; results will be shared when trial is complete.
- Concerns were raised about the cancellation of Community Bingo. It was explained that, as has happened upon occasion in the past, the activity was cancelled due to lack of resources. Possible solutions are being reviewed, including asking other staff to assist with this activity.
- The promotion of upcoming activities is still a concern. A resident suggested that using the overhead paging system might be of help. It was noted that there is a plan to install touch screens by each community, where residents and visitors would be able to access the menu, cafeteria menu, activities, etc. One resident expressed concerns that they might not be able to access it due to their visual impairment.

Friday, June 13

2pm - 3pm

Thomas Sill
Auditorium

All Riverview
Residents
welcome!

Care Partner Support Network: Next Meeting

Wednesday, June
25 | 3pm - 4pm |

Thomas Sill
Auditorium

Care Partners of all
Riverview
Residents are
welcome!

Health and Wellness

If you have any questions about infection control, please contact the Riverview Infection Prevention and Control Team at 204-478-6172 or 204-478-5728.



Let's Talk About MRSA

- MRSA (methicillin-resistant Staphylococcus aureus) is a germ that people can carry on their skin or in their nose without knowing.
- MRSA can spread by touch (usually with hands). Cleaning your hands is the best way to prevent the spread of MRSA.
- People with open wounds, catheters, and undergoing long hospital stays are more likely to get MRSA.
- Contact precautions are used in some health care settings to stop MRSA from spreading.

Person Directed Living - Commitments Up Close: RESPECT

For questions and comments about Person Directed Living, please contact Deanne O'Rourke, Person Directed Living Coordinator at dourourke@rhc.mb.ca or Kelly Dutiaume, Clinical Educator at kdutiaume@rhc.mb.ca.

As we continue to learn about Person Directed Living and grow together as a community, over the coming year we will take an in-depth look at our 6 Person Directed Living Commitments and how they influence life and living for all at Riverview Health Centre.

Through the **Commitments Up Close** feature, every two months we will focus on one of the Commitments - what it means and what it looks like in real life here at Riverview.

Commitment Up Close for May-June: Respect

What is the definition of the 'Respect' Commitment?



We are respectful, compassionate, and caring towards each other, and ensure dignity of each person inclusive of all.

Why is this important?

Respect is the foundation of Person Directed Living and all of the Commitments are grounded in a respectful and caring approach towards others. We respect each other's diversity and differences and work to include all. This Commitment also highlights the importance of protecting and respecting people's dignity on a day-to-day basis.

What does Respect look like?

Some examples of respectful approaches are:

- We refer to each person by their preferred name(s) and not by endearments, their condition, or their care needs.
- We choose understanding and kindness when we interact with others.
- We respect people's right to privacy and dignity.

Over the coming year, stay tuned to the newsletter for monthly features and additional information about Riverview's Person Directed Commitments. As always, please feel free to reach out to us at our email addresses above if you have any questions or would like to learn more about the Respect Commitment or Person Directed Living in general.

With thanks,
Deanne & Kelly

People and Places

Therapeutic Recreation is a health care profession that utilizes leisure, recreation, and play as primary tools to support each person in achieving their highest level of independence and quality of life.

These activities are made possible at RHC through the generous support of donors to the [Riverview Health Centre Foundation](#).

Click here for
the latest
recreation
calendars.

CASINO NIGHT 2025

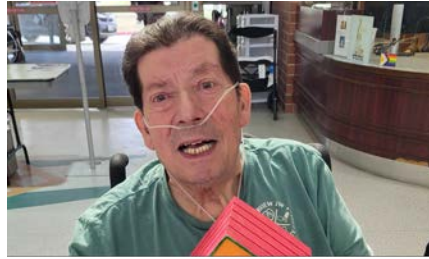


The Therapeutic Rec Team outdid themselves with a reinvigorated **Casino Night** (afternoon, actually, but no one seemed to notice). Lights flashed, cards were dealt and flipped, the roulette wheel was spun, Plinko plinked, and many many 'spin it again' buttons were tapped. As you can see from the faces of the high rollers in these pictures, it was great fun for everyone. Paper fortunes were won and lost, but the real prizes were moments of anticipation, laughter, and excitement, and memories of a wild afternoon at the Riverview Casino.





Residents, care partners, and staff alike enjoyed the **Spring Maker's Market**, hosted by the staff PEP Team (Positively Engaging People). Some residents sold art and crafts they had made with creativity and care. Others enjoyed the super-local shopping, or time out with friends.



Spiritual Health: Friday Muslim Prayers

Ṣalāḥal-Jumu'a: Friday Muslim Prayers

"O you who have faith! When the call is made for prayer on Friday, hurry toward the remembrance of God, and leave all business!" (Qur'an 62:9).

Most Muslim denominations observe Friday as a special time for prayer in



community.

To help Muslim people we serve, staff, and visitors fulfill this observance, RHC Spiritual Health Services offers Friday prayers (*Ṣalāh al-Jumu'ā*) every week in the Worship Centre, faithfully led by RHC's very own Jawad Barlas (Pharmacy). Prayers begin at 1:45pm during Daylight Saving Time, and 12:45pm for the rest of the year. If you are ever in doubt, Jumu'ah Prayers are listed on the monthly Worship Centre Schedule which can be found posted outside the Worship Centre or at the Information Desk. If you have any questions, please contact RHC Spiritual Health Services at rchspiritualcare@rhc.mb.ca. *Ma'a salama!*

Riverview Health Centre Foundation

Follow us on Facebook to stay up-to-date on events and see how donors impact RHC! @RHCFoundation1



Sunday, June 8, 2025

8am - 12:30pm

Riverview Health
Centre Grounds

Click [HERE](#) for details and to register. See you there!

Cycle on Life is Back - Register Today!

Get ready to ride for a great cause. Cycle on Life returns on Sunday, June 8, and [registration is open](#). Whether you're a seasoned cyclist or just out for a scenic ride, there's a route for everyone - 5km, 20km, 65km - and for those who want to support without hopping on a bike, we also offer the No Ride, Ride option. You can donate to support a participant or team; every dollar makes a difference!

Funds raised through Cycle on Life go directly to enhancing care and programs right here at Riverview Health Centre.

Register early to guarantee your preferred t-shirt size.

Join us for a fun, active day in support of an incredible community. Let's ride together to make an impact! To register, donate, or learn more, visit: rhcf.mb.ca.

Editor's Note



Watch for the next issue of *The Community Current* on Thursday, June 5, 2025.

As always, please email me at cdynkavitch@rhc.mb.ca if you have any questions or comments about this newsletter. Thank you for reading!

~ Carol Dynkavitch, Communications Specialist and Editor

PURPOSE: Creating a vibrant, innovative, and inclusive community that enables each person to live a purposeful and meaningful life.

PRIORITIES: Each Person We Serve | Our Team | Excellence and Innovation | Growth and Sustainability



*Honouring Voice
Respecting Choice*

PERSON DIRECTED LIVING COMMITMENTS:
Respect | Relationships | Knowing Each Person |
Individualized Living and Care | Autonomy | Dignity of Risk

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