



# PATIENT, RESIDENT & FAMILY NEWSLETTER

## April 2024 / A Note from Kathleen Klaasen, CEO

The Shower / Tub Room Renovation process is well underway. We are currently finalizing the design, and plan to hire a contractor by mid-May. We anticipate that construction will begin in Fall, 2024.

Part of our intent with these renovations is to create a warm, pleasant 'destination' where patients and residents can feel comfortable and safe, and staff are empowered to create the most positive experience possible.

This spa-like aesthetic is echoed in the new name for our Shower / Tub Rooms: *The River Spa*. While we might not be serving cucumber water, we are confident that the personal attention and inviting environment that each patient and resident will experience will, indeed, rival that of the most exclusive spas. Stay tuned for design details, coming soon!

## Campus News

### Family Information Meeting

The most recent Family Information meeting was held on February 9, 2024. Here are a few highlights:

**Staffing** We will be hiring a clinical resource nurse for the AB communities, and another for CD 2-3. In addition, there is a plan to add registered nurses, health care aides, and other staffing to the personal care communities.

**Renovations** In addition to the shower / tub room renovations noted above, over the next few months resident rooms and

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Person Directed Living will be implemented for all residents, patients, and clients at Riverview. If a person is unable to speak to their own needs, we will rely on those who know the resident best, such as family members, friends, or staff, to help us better understand them.

### Round Table

- Staff were encouraged to be confident in promoting the 'positives' of Riverview Health Centre. Family members expressed happiness about their loved ones being at Riverview.

common spaces in the CD communities will be repainted.

**Health and Safety** In the coming months, ceiling tracks will be installed in an additional 40 rooms in the CD communities.

**Communication** The Patient / Resident / Family newsletter will be getting a new name, to be selected by the Resident Council at their May meeting. We encourage family and friends to subscribe to this newsletter:

<https://rhc.mb.ca/patients-residents/rhc-resident-and-family-newsletter/>.

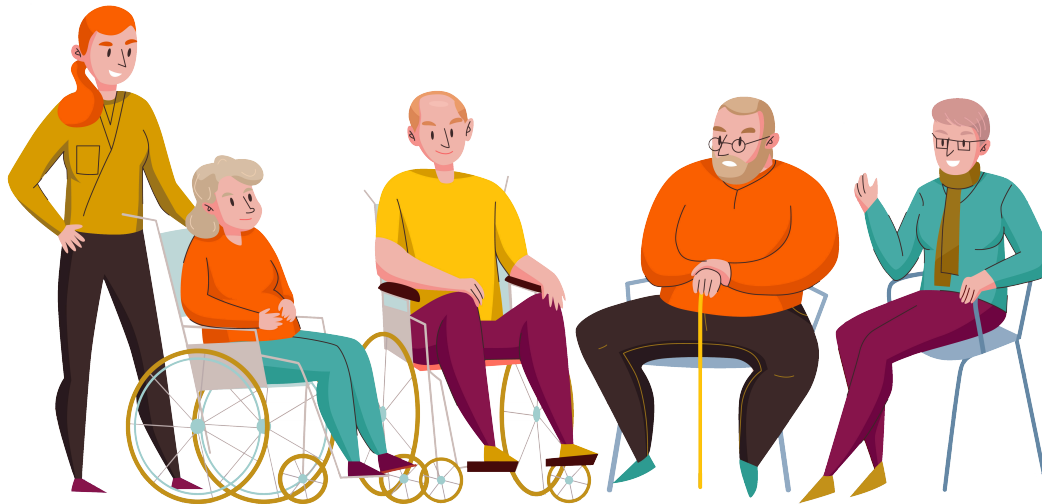
**Person Directed Living** The group received an update about Person Directed Living at Riverview. Please see the Person Directed Living section below for details. One participant asked: *How would Person Directed Living apply to a loved one who is experiencing dementia?*

- The limited attendance at this meeting was noted, given how many patients and residents are at Riverview. It was explained that these meetings are a relatively new initiative, and we are working to increase awareness and improve attendance.

- There was concern about a room in need of repairs. It was noted that first step would be to voice concerns to community staff. If repairs are delayed, speak to the community manager.

- There was an inquiry about the possibility of having isolation areas in the special needs communities, given the outbreaks those communities have experienced. Unfortunately, with the current footprint of the community, there is no space to create isolation areas.

The next Family Information Meeting will be held on **Friday, June 14, 2024**, from 2pm to 3pm. Watch for a meeting link in the May issue of this newsletter.



## Resident Council Meeting

The most recent Resident Council Meeting was held on Friday, March 1, 2024, Co-Chaired by Jack Dalgleish, CD1 and Andre Hall Gruuska, CD2. Here are a few highlights:

### Outstanding Action Items

- The Resident Council Boards in the communities require updating. Discussion

### New Business

- Olivia Essex, Quality and Safety, invited residents to share positive or challenging aspects of safety at RHC. Residents noted that accessibility in communities can be a challenge - closed doors, elevator access, and wheels on beds all affect accessibility. The courtyard was highlighted as a safe

and planning will be undertaken to see that they are updated in a timely way.

- Carol Dynkavitch (Communications Specialist and newsletter editor) will attend the next Council meeting to confirm a name for the Patient/Resident/Family newsletter.
- An invitation will be sent to the office of Wab Kinew, Premier of Manitoba, to attend RHC - or send a delegate - to speak with the Riverview Resident Council.
- Andre Gruuska, Resident, CD2, is in the process of exploring the purchase of new outdoor furniture for the courtyard. The goal is to have it in place by June 1, 2024. Kathleen Klaasen, CEO, is collaborating with physiotherapy and vendors to identify appropriate tables, chairs and picnic tables. She will present the proposal for new outdoor furniture to the Foundation Board in 6 - 8 weeks for approval. Purchase will take place when approval is received. Residents are in favor of placing furniture further into the courtyard to allow for more privacy, and noted that a glider or rocker would be a welcome addition to the courtyard.

area to enjoy, integrating communities and playing monopoly together.

#### Round Table

- The Parkinson's Support Group met on March 13, 10:30am - 11:30am in the Family Room.
- Participants noted that Resident Council meeting dates be shared in the newsletter (see below).
- It was suggested that communities have a Welcome Tea for new residents to allow existing residents to get to know newcomers better.

#### Resident Council Meetings 2024

Friday, May 3

Friday, June 14

Friday, September 13

Friday, November 8

Thomas Sill Auditorium  
2pm - 3pm

All Residents are welcome.  
Mark your calendars and plan to attend.  
For more information, please speak with the Social Work team.



#### Virtual Reality Driving Simulator Study

The RHC Research Team is conducting a Virtual Reality Driving Simulator Study, aimed at enhancing the well-being of Riverview residents. This research is funded through the generosity of donors to Riverview Health Centre Foundation and the Mitacs Program.

This study utilizes an innovative approach to engage participants in a simulated driving experience, providing entertainment and potential cognitive benefits. (Click [HERE](#) to take a look at the Driving Simulator in action!)

**Eligibility Criteria:** More than 50 years of age; Living in a personal care home community at Riverview Health Centre; Being mobile and able to see. *Please note: Residents who always use wheelchairs or have significant visual impairment will not be eligible.* If you would like more information, please contact Seyedsaber Mirmiran at [mirmiras@myumanitoba.ca](mailto:mirmiras@myumanitoba.ca) or 431-556-8030. Thank you!



## Getting to Know You: *Genevive Osei, RHC Volunteer*



It's been an incredibly busy year for Genevive Osei. She is a biological science and psychology student at University of Manitoba and works with youth at The Link (youth and family support centre). She enlivens her life by reading, swimming, and going to the gym.

Originally from Ghana, Genevive enjoys helping new immigrants settle in to life in Winnipeg. In the midst of all this, Genevive also makes time to volunteer at Riverview Health Centre, recently celebrating her first year at RHC. She volunteers as a Recreation Assistant on CD4, helping with special events and birthday parties, and visiting with residents.

Genevive scrutinized Riverview carefully before joining the volunteer team. With a long term goal of attending medical school, she was looking for a way to contribute to the emotional, physical, and social well being of others, to gather experience that would align with her future career goals, and make a positive contribution.

She notes that when she first started volunteering here, she felt lost – was this the right place for her? It didn't take long for her to feel at home, and she is grateful that Riverview staff are so friendly and willing to help. Genevive particularly appreciates the Therapeutic Recreation Facilitators on CD4, noting that they are very hard working, and encourage her when she has exams or is very busy. "I can't be lazy," she says. "I see motivation from (them).

Genevive's particular joy is helping to put a smile on the faces of the patients and residents. "When I speak to residents, some say (Riverview) is like home to them; they are impacted by

this place,” she says. “All the smiles from all people – that happiness – has given me the same affable and hospitable feelings that I want to give to others. It keeps me going.”

She shared a story about a particular group of ladies that she visits. “I can see the bond they have formed, no matter their age or hearing impairments,” says Genevive. “They are together, talking, and are happy when I come. They want me to stay for a long time, they really want me there. They feel at home, give me a welcoming environment, and can be themselves. It is safe for everyone.”

## It’s National Volunteer Week!

“I feel fortunate to work alongside such a wonderful team of people dedicating their time, talent and positive energy to the Riverview Health Centre community. Thanks so much for your service! Best wishes during National Volunteer Week.”  
- *Terrie Leppky, Volunteer Coordinator*

“Thank you to all the Palliative Care volunteers (and their dogs) who enrich the lives of our Palliative patients and families. Your presence and comfort is felt by all. You make us better!” - *Jodi Dusik Sharpe*

“The moments that you spend and the connections and relationships that are created, with those who live in our communities, has an unmistakable positive impact. Thank you to our amazing team of volunteers.” - *Lisa Lloyd-Scott*



## 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.

## Using Hand Sanitizer

The fastest way to clean your hands is to use hand sanitizer. There are a few simple steps:

- Apply a dime-sized amount (2-3ml) of product into the palm of dry hands.
- Rub product into hands, palm to palm. Make sure to cover your fingertips, around and between each finger, each thumb, and the back of each hand.
- Do not wipe any product off.
- Rub until hands are dry (about 15 seconds).
- Your hands are now clean!



Hand sanitizer is located throughout Riverview Health Centre - we encourage you to use it throughout your visit.



## May 5, 2024 is World Hand Hygiene Day!

You may be wondering: After all this time, after a world-wide pandemic that had us all scrubbing our hands and every surface in sight...

*WHY are we still talking about washing your hands?*

Click [HERE](#) for a 30 sec. video that answers this question!

## Learning About Dementia Care: How to Help

Welcome to a new, ongoing series of 'education bites' about dementia and dementia care. The more we know about dementia, the better prepared we will be to work together as a team - on good days, and less than good days. Each 'bite' includes a short video you can access by scanning the QR code with your mobile phone.

If you ever have any questions about what you or your loved one are experiencing, please reach out to the manager in your Riverview community.



### LIVING IN A DIFFERENT WORLD

One approach to helping a person living with dementia is to empathize with the person's perspective and recognize their possible fear when approached for help with tasks like eating or dressing. Try stepping into the person's worldview to

### I DON'T NEED HELP

Some people living with dementia really don't think that they need help. *Anosognosia* means "without knowledge of disease" and can actually be a symptom of dementia. This is not the same as being "in denial." A thoughtful and creative

better understand their reactions and hopefully prevent resistance.



approach can help avoid frustration and disagreements.



*Videos by Dr. Natali Edmonds at Dementia Careblazers / Courtesy of WRHA Continuing Care Program 2023*

## Person Directed Living at Riverview

*For questions and comments about Person Directed Living, please contact Deanne O'Rourke, Person Directed Living Coordinator at [dorourke@rhc.mb.ca](mailto:dorourke@rhc.mb.ca).*

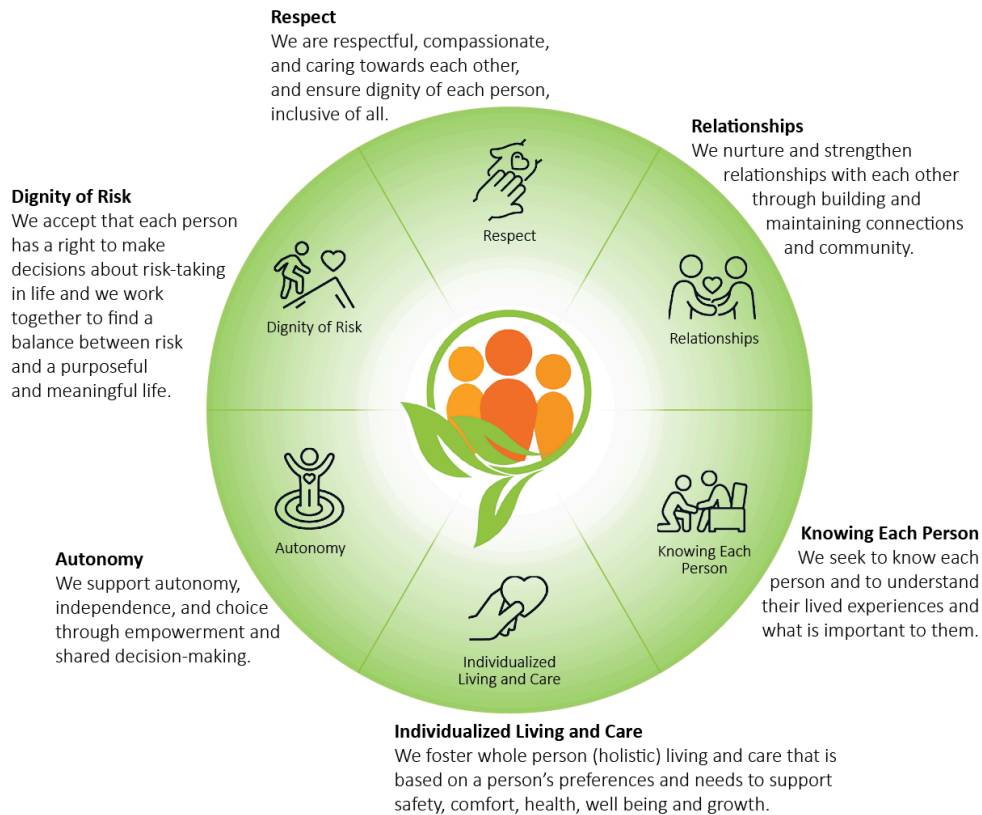
Spring greetings to all! We hope that you are enjoying the longer days of sunlight and warmer temperatures that are now upon us!

After many discussions and lots of great feedback from staff, teams, residents and families, we have a final version of the Person Directed Living Commitments to share! These 6 Person Directed Living Commitments guide us to understand and identify ways we can all contribute and make a positive impact on people's lives.



Riverview Health Centre  
**Person Directed Living Commitments**

*Honouring voice · Respecting choice*



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**What's next?** There are already many wonderful person-directed activities and interactions that are happening here at Riverview, and we continue to work towards embedding the Person Directed Living Commitments into our daily life and work.

We are moving ahead with the second phase (an in-person session) of the Person Directed Living education trial with the CD1 team, which will occur this month. We are also planning a broad communication strategy for staff, teams, residents, and families about Person Directed Living to share more information about what it means to those that live, stay, work, and visit at Riverview.

Please reach out through the email above if you have any questions or feedback about Person Directed Living at Riverview. Information and updates will continue to be provided in the monthly newsletter, so please stay tuned! - *with gratitude, Deanne*

## Therapeutic Recreation

*Therapeutic Recreation is a health care profession that utilizes a therapeutic process, involving leisure, recreation and play as primary tools for each individual to achieve their highest level of independence and quality of life.*

[Click here for the latest](#)



These activities are made possible at RHC through the generous support of donors to Riverview Health Centre Foundation.

recreation  
calendars.



We have enjoyed several concerts over the past few weeks, with more to come in late April and early May. It is wonderful to have talented musicians share all styles of music right here at Riverview.

And speaking of style, some residents show a style all their own when they play games together! The photos below are from a photo shoot we organized in early January, to capture images of some of the activities and interactions that happen at Riverview. We'll share more photos in upcoming newsletters.



You can also see some of the images in use on the RHC Foundation's refreshed website ([www.rhcf.mb.ca](http://www.rhcf.mb.ca)). See below for details!







**Upcoming Events**

**Pop Vegas**

Thursday, April 18, 2024  
6pm - 7:30pm

Thomas Sill Auditorium and Cafeteria

**Jan Harding**

Wednesday, May 1, 2024  
2pm - 3pm

Thomas Sill Auditorium



## Celebrating Earth Day

Riverview Health Centre staff will recognize Earth Day by wearing green on Monday, April 22 and hosting a Campus Clean Up on Wednesday, April 24.



## Research at Riverview: The intersection of knowledge and innovation

SAVE THE DATE!

**Thursday, May 27 / 2pm – 4pm**

Thomas Sill Auditorium

Please plan to join us!

## LOOKING AHEAD...

If you have questions or comments about this newsletter, please contact Carol at [cdynkavitch@rhc.mb.ca](mailto:cdynkavitch@rhc.mb.ca).

Next Issue: Tuesday, May 21



## Riverview Health Centre Foundation

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

## RHC Foundation Unveils a New Website

RHCF.MB.CA

We are delighted to introduce our refreshed website: [www.rhcf.mb.ca](http://www.rhcf.mb.ca), crafted to serve as your ultimate hub for everything related to the Riverview Health Centre Foundation.

Within these pages, you will discover the role of RHC Foundation, find opportunities to engage, and witness the tangible difference donors are creating in the lives of Riverview's residents, patients, and clients.

## VISIT OUR NEW WEBSITE

LIVE NOW!



## Cycle on Life Registration is Open

Registration for the 2024 Cycle on Life is now officially open! Mark your calendars for **Sunday, June 9, 2024** and prepare for an unforgettable event. Cycle on Life promises a morning packed with fun and excitement for all participants.

Choose from a variety of ride options tailored to suit every preference: embark on the 65km Ride, opt for the 20km Ride, enjoy a leisurely 5km Family Ride, or join in spirit with the unique 0km No Ride, Ride. But the excitement doesn't stop there! Before and after the race, families and riders alike can partake in engaging activities hosted at Riverview Health Centre.



We are also always looking for folks to come down and cheer on riders as they depart and arrive back at Riverview.

Ready to join the adventure? Learn more and register [here](#).

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