



# PATIENT, RESIDENT & FAMILY NEWSLETTER

May 2024 / A Note from Kathleen Klaasen, CEO

## Riverview Health Centre *Honouring Voice, Respecting Choice.*

The Riverview Health Centre Board of Directors has approved a new, 5-year **Strategic Plan (2024 - 2029)**. This plan is the realization of 18 months of research, thoughtful consideration, discussion, and validation; participation from employees throughout the organization; and an exciting, innovative vision for Riverview that will come to life before the end of this decade. You will find a brief introduction to the Strategic Plan below. We eagerly anticipate the exciting times that lay ahead for all of us at Riverview!

We recently welcomed **Victoria Marek** to our Riverview leadership team as Director of Resident Care and Allied Health. Victoria is a Registered Nurse with a Bachelor of Nursing (BN) and certifications in Gerontological Nursing (GNC(C)) and Long Term Care Infection Prevention and Control (LTC-CIP).

Prior to coming to RHC, Victoria was the Clinical Services Coordinator at River Park Gardens personal care home. She has worked in emergency departments and was also a Clinical Education Facilitator with the University of Manitoba. She equates becoming part of the Riverview team with "winning the lottery." You can learn more about Victoria through the 'Getting to Know You' article below.

## RHC Strategic Plan: A Brief Introduction

The guiding force behind Riverview's new Strategic Plan is the **Purpose**:

### *In This Issue*

- RHC Strategic Plan
- Campus News
- Getting to Know You
- Health and Wellness
- Person Directed Living
- Therapeutic Recreation
- Upcoming Events
- RHC Foundation

### *Coming in the June Issue*

- A sneak peek at what *The River Spa* rooms will look like. Renovations will begin soon!
- New accessible furniture for the Outdoor Courtyard thanks to the advocacy and involvement of the Resident Council, and funding graciously provided by the RHC Foundation's incredible donors.

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

Over the next 5 years, we will strive to 'live' the Purpose by focusing on each of 4 **Priorities**. There is a brief explanation for each one, to help ensure that we fully understand the intended scope of each Priority:

- **Each Person We Serve:** Embrace and nourish a culture and community where each person thrives.
- **Our Team:** Develop and sustain a safe, healthy, enriching work life for all.
- **Excellence and Innovation:** Advance the pursuit of excellence in research, knowledge, service, and innovation.
- **Growth and Sustainability:** Seek opportunities to expand services provided by Riverview. Enhance best practices in financial and environmental sustainability.

The **Person Directed Living Commitments** - which we shared in this newsletter last month - are also part of the Strategic Plan. Person directed living forms the backbone of the plan. It will enhance the focus in every community and department in our organization, foster transformation, and invite continued engagement. Our new tagline - *Honouring Voice, Respecting Choice* - highlights the fundamental role that each person plays in life at Riverview and how we intend to show honour and respect to all.

While we are excited to bring this Strategic Plan to life, we expect it will bring challenges as well as success - change does that. And while this plan will necessitate change, it also embraces so many wonderful things that are already happening here at Riverview. We are confident that it will bring out the best in all of us, and position Riverview Health Centre for a bright and meaningful future.

## Campus News

### ROAD and SIDEWALK REPAIRS

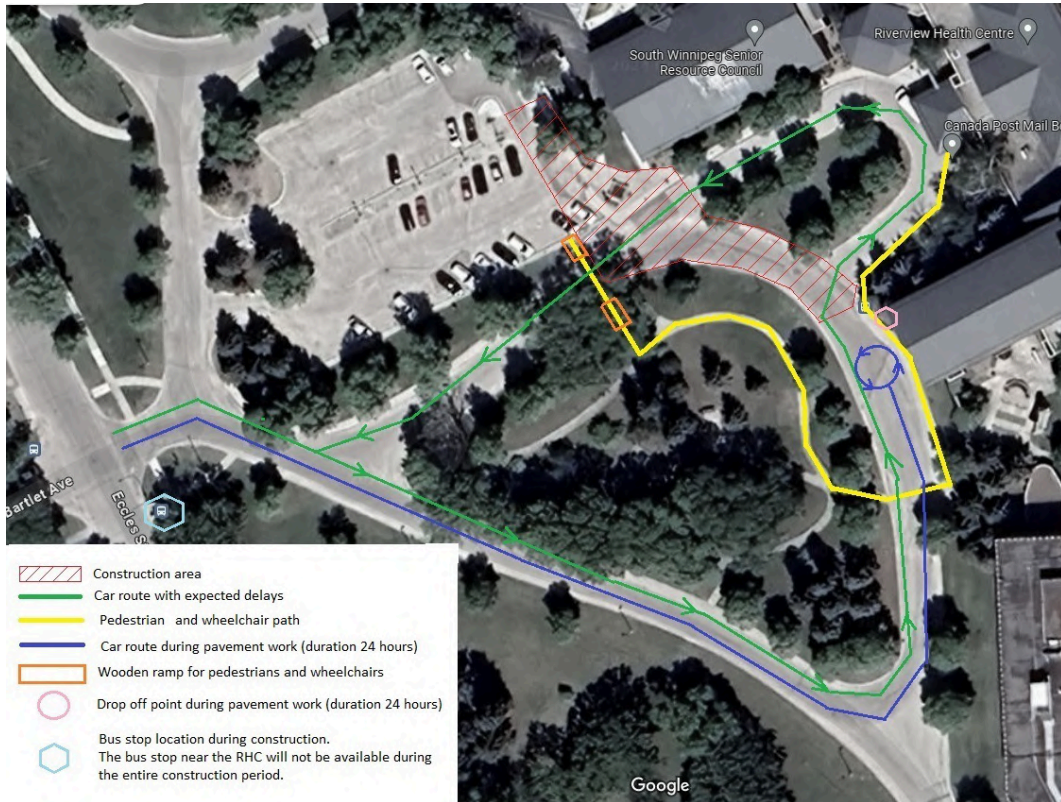
Repair work has begun on Riverview's front entrance road and sidewalk. The work is expected to take 3 - 4 weeks. During this time, please allow for delays in accessing Riverview via the main entrance, whether by car, by foot, or by wheelchair. Work includes:

1. Repair of the asphalt at the main entrance road
2. Repair of the asphalt in the public parking lot
3. Repair of the sidewalk between the public parking lot and the AB building

### ACCESSIBILITY DURING CONSTRUCTION (*see map below*).

1. Road to the front entrance (**GREEN LINE**)
  - Access for **visitor cars and emergency vehicles only** with expected delays
  - Use South Entrance when being dropped off or picked up
  - Green Line route will not be accessible to anyone for 24 hours while pavement work is being completed; during this time, vehicles will use the Blue Line route
2. Road to the front entrance (**BLUE LINE**)

- Access for **visitor cars and emergency vehicles only, for 24 hours while pavement work is being completed**
  - Use the South Entrance when being dropped off or picked up
3. Route to the front entrance (**YELLOW LINE**)
- Access for **pedestrians and wheelchairs**
4. Bus stop near RHC main entrance
- The bus stop near RHC **will not be available** during the construction
  - The bus stop on Eccles Street will be available at all times



## LONG TERM CARE RESIDENT and FAMILY EXPERIENCE SURVEYS

In the next few days we will be mailing out our annual **Long Term Care (LTC) Experience Surveys** to residents and families. Both surveys focus on the care you are receiving, the people who provide that care, and the environment in which you are living.

Although the questions in these two surveys are similar, it is important that the resident's perspective and voice is captured in the answers to the LTC Resident Experience Survey and that the family's perspective and voice is captured in the LTC Family Experience Survey. Once you have completed the survey, please mail it back to Riverview by **June 14, 2024.**



We want to thank you in advance for taking the time to complete this survey. **Your feedback is essential to help us provide the best care and services to our residents.**

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## RESIDENT COUNCIL MEETING

The most recent Resident Council Meeting was held on Friday, May 3, 2024, co-chaired by Jack Dalglish, CD1 and Andre Hall Gruuska, CD2. Here are the highlights:

### Outstanding Action Items

- Food Choices: Representatives from the Regional Distribution Centre accepted an invitation to join a small group of Resident Council members for a meal. Positives and negatives will be discussed for the improvement of our meal trays.
- Inviting the Premier: The Co-Chairs sent a letter of invitation to visit Riverview to the offices of The Honourable Wab Kinew, Premier of Manitoba, and Honourable Uzoma Asagwara, Minister of Health, Seniors and Long-Term Care. They are awaiting a response.
- New Patio Furniture: Andre, Co-Chair, shared that the new patio furniture has been approved, with funding provided through generous donors to The RHC Foundation. This includes accessible tables, chairs, lounge seating, and glider chairs, decorated with bright summer colours. Delivery is expected in June/July 2024.

### New Business

- Olivia Essex, Quality and Safety Council: Olivia confirmed that the notes from the last Council meeting have been shared with the Quality and Safety Council, including renting common spaces, playing games with co-residents, and accessibility. She advised the group that handicap buttons in the main bathrooms (by the cafeteria),

## Resident Council Meetings 2024

Friday, June 14

Friday, September 13

Friday, November 8

Thomas Sill Auditorium  
2pm - 3pm

*All Residents are welcome!  
For more information  
please speak with the  
Social Work team.*

- Carol Dynkavitch, Communications: Carol joined the meeting to highlight the monthly Patient/Resident/Family newsletter and the opportunity to name it. After a brief discussion, it was decided that Carol will draft a list of possible names for the newsletter, for distribution to the Council prior to the next meeting.

## Round Table

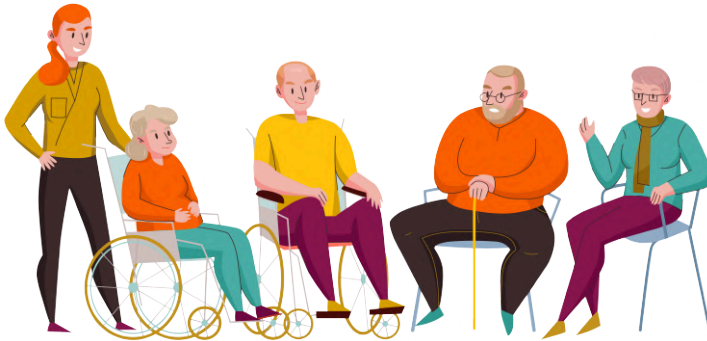
CD1 door with push button access, wheelchair accessible patio furniture, and a new bicycle have been approved.

- Victoria Marek, RHC's new Director of Resident Care and Allied Health. Welcome Victoria! Please see the article about Victoria (below) to learn more about her and why she is so pleased to be joining the Riverview team.
- Dignity Quilts: Victoria shared that RHC had received 50-60 'touch quilts' (also known as Dignity Quilts) from the Alzheimer's Society, specially handcrafted for residents of Riverview. She asked the Resident Council to consider how best to distribute them.

- A resident of the 3W community requested that additional dining room chairs - removed during COVID, as they were not needed - be returned to allow ease of access for dining and for visitors. Victoria will follow up.

## FAMILY INFORMATION MEETING

The next Family Information Meeting will be held on **Friday, June 14, 2024**, from 2pm to 3pm. Click [HERE](#) for the link to join the meeting.  
Meeting ID: 217 581 714 722 / Passcode: WiZsf2



## RETURN TO ROUTINE PRACTICES

Effective May 1, 2024, the requirement to wear a mask during direct care interactions was lifted in most healthcare areas throughout the WRHA, including Riverview Health Centre. If you have any questions or concerns, please talk with the Manager in your RHC community.

## It's BBQ Season at Riverview!

You can make the most of summer by hosting your next family BBQ at Riverview! Patients, residents, and family members can reserve RHC's beautiful BBQ and Gazebo area for a special occasion or an everyday meal.

Visitors may cook BBQ foods providing they use RHC BBQ equipment. This equipment must be used in the Main or Pavilion Courtyard (in close proximity to running water).

Here is how to get started:

- Contact the Events Office at (204) 478-6893 or [supportservices@rhc.mb.ca](mailto:supportservices@rhc.mb.ca) to reserve the BBQ and Gazebo area.
- Contact Retail Food Services at (204) 478-6264 to arrange for access, training on how to use the BBQ, etc. Please note that a patient/resident's family member or visitor may BBQ food only for their own family (food cannot be served to other patients or residents).
- Prepare to eat up, then clean up!



## Getting to Know You: Victoria Marek



We are very pleased to welcome **Victoria Marek** to Riverview Health Centre as Director of Resident Care and Allied Health.

“I like the feel of community where everyone knows everyone,” she says. “Person directed living speaks to my heart. I like to listen, and I want people to know who I am, so you can expect to see me in our (RHC) communities more often than behind my desk.”

Victoria believes that long term care is about holistic care, communication, relationship building, and creating resident-centered care plans; that it’s about providing the best possible care for the residents and being a part of this journey with them and their loved ones.

“Long term care is relationship-based care. Getting to know the residents, spending time with them, getting to know their families, and creating care plans that make you an integral part of their extended family, is akin to being in their home caring for them,” Victoria says.

Welcome, Victoria. We are thrilled to have you on the Riverview Health Centre Team!

*Adapted from a publication of the Association of Regulated Nurses of Manitoba; October, 2023*

## 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 Soap and Water

If your hands are visibly dirty, you need to wash them with soap and water. This way you can physically remove any germs that may be present. Here are the steps:

- Wet your hands with warm running water.
- Apply soap to your hands and rub them together to create a lather.
- Thoroughly cover all surfaces of your hands and fingers (including your nails) for 15 - 20 seconds.
- Rinse your hands under warm running water.
- Dry hands thoroughly with a single use paper towel or a hand dryer.
- Turn off the tap with a clean paper towel.



When your hands are clean, you help keep everyone safe and well. Thank you!

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### Learning About Dementia Care: Accepting Help Together

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. This month, we are featuring insights on **accepting help** and **working together**. You can access a short video for each topic by scanning the QR codes below 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.

#### ACCEPTING HELP

Many people with dementia do not want to accept help, even when it is clear to us that they need it. This can be frustrating for a care giver, but we have to remember that they have been independent for a long time and many of the things they need help with are very personal. Be sure to do small things to build trust.



#### DO IT TOGETHER

Do you ever have a hard time getting your person with dementia to do a task like eat, brush their teeth, or wash up? Try making a together-activity out of it.



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 [dourourke@rhc.mb.ca](mailto:dourourke@rhc.mb.ca) or Kelly Dutiaume, Clinical Educator at [kdutiaume@rhc.mb.ca](mailto:kdutiaume@rhc.mb.ca).

Spring greetings to all! April showers have definitely brought the green out around the Riverview grounds. We hope you are enjoying the warmth of the sunshine and opportunity to spend some time outdoors.



We have some feedback to share in respect to the Person Directed Living education trial and plans! The team on CD1 has now completed Phase 2 (a half-day in person session) of the Person Directed Living education program for staff. Feedback and outcomes from the education session were very positive.

What's next? Recommendations for the Person Directed Living staff education plan will be taken forward to the leadership/management team for discussion and planning the larger staff education roll-out to start later this year.

We would also like to hear from you! To plan for resident/patient and family member/care partner learning about Person Directed Living, we would like some feedback as to the best way to provide this. Please scan the QR code (below) or click on this link <https://forms.office.com/r/SH1cbBBqeF> to answer a short 3-question feedback form.

Please feel free to reach out through the emails above if you have any additional 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 & Kelly*



## 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.



This **Mother's Day**, Riverview celebrated the incredible moms and grandmothers at RHC in style! Thanks to the kindness of amazing RHC Foundation donors, the Therapeutic Recreation Facilitators pulled out all the stops to ensure a heartwarming celebration for all.

Residents poured their creativity into crafting stunning flower arrangements, infusing their living spaces with vibrant colours and sweet fragrances. The lovely flowers then became the centrepieces for an enchanting Mother's Day Tea, adding that extra touch of magic to a very special gathering!

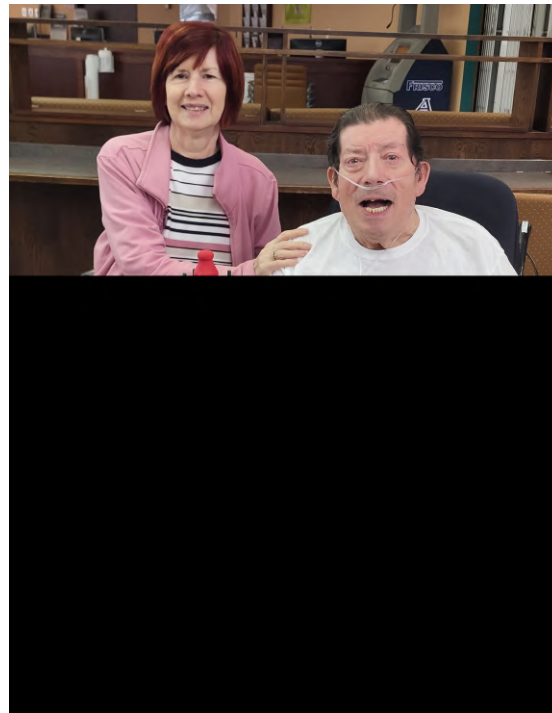
At RHC, every special occasion is an opportunity to foster joy, connection, and a sense of belonging. It's about ensuring that each resident feels cherished and valued, no matter the day. Events like the Mother's Day Tea are more than just festivities; they are a lifeline of love and care. We extend our deepest gratitude to the incredible RHC Foundation donors who make moments like these possible. Their generosity gives rise to smiling faces and warm hearts. If you would like to donate, please visit the Foundation's [website](#).







The RHC **Spring Maker's Market** was another stellar community event! There were delicious home-made snacks and sweet treats for sale, alongside beautiful creations hand-crafted by residents, volunteers, and staff, and special items from carefully selected vendors.





It's a good day when puppies come to visit!



**A Winnipeg Jets' White Out Party** brought out a full house and made Jets' fans out of everyone present. Special thanks to our Therapeutic Recreation Specialists - some of whom came in on their day off - for helping a resident and family keep up a great family tradition.



## Upcoming Events



*You've heard about it, but have you registered?  
There is still time!*

**Cycle on Life**  
A fundraising event of the RHC  
Foundation

Sunday, June 9, 2024  
Riverview Health Centre Grounds  
8:00 am – 12:30 pm



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

**Monday, May 27 / 2pm – 4pm**  
Thomas Sill Auditorium

Please join us for Research Day 2024,  
where we recognize and celebrate the

Click [HERE](#) to register or donate.

If you would like more information about the event, see the RHC Foundation section below, or visit their [website](#).

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## 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, June 18

incredible research happening right here at Riverview.

Agenda includes:

- Announcement of research grant recipients
- Presentation by Dr. Ruth Barclay and Dr. Sepideh Pooyania: *CanStroke Recovery Trials: Clinical Trials dedicated to Stroke Recovery*
- Presentation by Dr. Lynda Balneaves: *Is the Grass Greener? Practice, Policy and Perspectives of Cannabis use at Riverview Health Centre*
- Poster presentations

## Riverview Health Centre Foundation

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

### Cycle on Life: Only 1 Month Away!

It is almost time for Riverview Health Centre Foundations' 26th Annual Cycle on Life, which will take place on the grounds of RHC on June 9, 2024.

If you haven't registered yet, there is still time to join the fun. Register today at [rhcf.mb.ca/events/cycle-on-life](https://rhcf.mb.ca/events/cycle-on-life). Depending on your desired distance, you can choose from four different rides. There will be lots of great prizes, food, and activities before and after the rides.

It is great to see the creativity that goes into the fundraising efforts of the teams and individuals participating in Cycle on Life. An excellent example is the Garage Sale hosted by 2W's team, *We Belung Together*.

Staff, families, and residents worked together to host a Garage Sale. Staff donated plants and gift cards to raffle off, and the garage sale was a huge success!

Abe, a member of the 2W community who eagerly worked at the Garage Sale for over two hours, presented their earnings to Bridgette Parker, Executive Director, RHCF.

Great work Abe, and all those raising funds for Cycle on Life. Each of you is making a positive difference in the lives of the patients, residents, and clients who count on Riverview Health Centre. We can't wait to celebrate your hard work at the event!



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## Plan to Attend

Cycle on Life is on June 9 - the first of three great events that RHCF will host this year. Registration and ticket sales for the **Bocce Ball Tournament** on August 21, 2024 and **Laughs + Libations** on October 19, 2024 will be available later this month!

Be sure to visit our [website](#) and subscribe to our newsletter, or follow us on Facebook or Instagram to ensure you don't miss any event updates.

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