



# A Monthly Newsletter for Residents | Families | Care Partners

---

## December 2024 | A Note from Kathleen Klaasen, CEO

It has been a wonderful year, filled with growth, change, and new beginnings!

- A new **5-year Strategic Plan** is solidly in place; our Purpose, Priorities, and Goals provide guidance and a framework for everything we do.
- Our new signature - **Honouring Voice, Respecting Choice** - emphasizes the importance of each person we serve, their families and care partners.
- **Person Directed Living** is the hallmark of life at Riverview. We continue to learn, discuss, and work through the changes it brings, as we build on our strengths and make room for new ideas.
- We were proud to be recognized as one of **Manitoba's Top Employers** for the second year in a row.
- **Accreditation** and Manitoba Health unannounced surveyor visits provided ample opportunity to showcase the dedication and professionalism of our staff Team.
- New **outdoor furniture for the Courtyard**, a fire pit, a library of games, and more, helped create wonderful experiences for the people we serve.
- **Resident Council** hosted representatives of the provincial government, asking questions and sharing their perspective, on behalf of Riverview residents.
- Renovations to the tub and shower rooms are in progress, making way for **'The River Spa'**.
- Dr. Ruth Barclay accepted the role as Riverview's first **Research Chair in Telerehabilitation**, setting the stage for significant and meaningful growth in this area.
- **'A New Beginning'**, a very special documentary created by three members of our Therapeutic Recreation team, shared the stories of several RHC residents and families. It continues to help deepen our understanding of life at Riverview.

## *In This Issue*

- On the Menu
- Campus Calendar
- **NEW** Staff Name Tags
- Accreditation: Success!
- Documentary Online
- Gift Shopping at RHC
- Resident Council
- Family Information Group
- Hand Hygiene
- Dementia Care
- **NEW** In Focus
- Person Directed Living
- Recreation!
- Upcoming Events
- RHC Foundation

The voices of our residents and others we serve, families, and care partners, echo through all of this change, all of these achievements. Your advice, your concerns, your encouragement, and your perspective, drives change. Thank you for helping us make Riverview Health Centre a vibrant, innovative, and inclusive community that enables each person to live a purposeful and meaningful life.

---

## CAMPUS CALENDAR

Add these dates to your December and January calendars, and plan to join us! You'll find details under *Upcoming Events* and in other stories below.

December 24	Christmas Eve Service (10am; Worship Chapel)
December 31	New Year's Eve Day Concert - Two Strongs Winds
January 20 - 24	Person Directed Living Celebration Week

## Campus News

### ON THE MENU

In honour of this season of celebration, residents and others we serve will enjoy special holiday meals on Christmas Day and New Year's Day. We look forward to serving you!

#### Christmas Day

Turkey Dinner with Mashed Potatoes, Stuffing and Gravy, and Cranberry Sauce

#### New Year's Day

Roast Beef Dinner with Yorkshire Pudding and Gravy

---

### NEW EMPLOYEE NAME TAGS

You may have seen some Riverview employees wearing bright yellow name tags. To help create a more inclusive environment for staff, the people we serve, visitors, and our community at large, we have introduced new name tags that:

- Are highly visible - bright yellow
- Are easy to read - high contrast
- Focus on the name - large type
- Share pronouns - welcoming for all



Please note: RHC staff will continue wearing their current photo ID badges alongside the new name tags.

---

### ACCREDITATION UPDATE: SUCCESS!

We are proud to announce that the Accreditation Canada Decision Committee has accredited the Winnipeg Regional Health Authority and Riverview Health Centre.

*Why is this important?*

- **Better Outcomes** - Quality and safety standards help save and improve lives.
- **Closer Collaboration** - Tools and processes encourage teams to win together.
- **Continuous Improvement** - The process of accreditation encourages ongoing assessment and improvement.

If you have any questions about accreditation, please reach out to Olivia at [oessex@wrha.mb.ca](mailto:oessex@wrha.mb.ca).



## A NEW BEGINNING: NOW ONLINE!

We are thrilled to share that 'A New Beginning', a documentary that shares the stories of several RHC residents and their families, is now available online.

This film is a passion project; an idea brought to life by Candice Antazo, Brittany Stewart, and Stephen Gilbert, all of whom are valued members of our Therapeutic Recreation Team. It invites each one of us to experience life at Riverview, from the perspective of those that call it home.

We encourage you to take time to enjoy this film. It may make you laugh or cry or catch your breath... and it will certainly touch your heart. Click [HERE](#) to view 'A New Beginning'.



## HOLIDAY CRAFTS

**Shirley Ducharme**, a resident at Riverview, and **Amanda** (left) and **Karis** (middle) Ducharme - two of her charming granddaughters visiting from the west coast - spent some time making beautiful handmade cards together at our new-this-year holiday craft table.



## HOLIDAY SHOPPING AT RIVERVIEW

Looking for the ideal gift or bit of holiday decor? Try the **Riverview Health Centre Gift Shop!** Owned and operated by RHC Volunteer Services, all proceeds go to resident and RHC community-focused projects.

**Open 10am to 4pm  
Monday to Friday**

*Holiday hours*  
December 24, 10am to 12pm  
Closed December 25 - 30,  
and January 1.





## Resident Council and Family Information Meetings

### Resident Council Meeting *2025 Schedule Coming Soon!*

Notes from the November meeting and a meeting schedule for 2025 will be included in the January newsletter.



### Family Information Group Meeting

The first ever 'in person' Family Information gathering was a success! We welcomed 16 people in person and another 8 online. It was wonderful to connect before, after, and during the meeting with all those who attended.

We'll share minutes from that December 4 meeting and a meeting schedule for 2025 in the January newsletter.

If you have questions or suggestions regarding the Family Information Group meetings, please contact Eva Carrasco at [ecarrasco@rhc.mb.ca](mailto:ecarrasco@rhc.mb.ca).

## 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.*

## Hand Hygiene Tips for Visitors

Don't forget to wash your hands **before** entering a person's room and touching anything inside the room! Hand sanitizer is available in the hallways in wall-mounted dispensers or use the sink in the washroom and wash with soap and water.

**Clean Hands Always Win!**



## Learning About Dementia Care

### Reframing 'Behaviours'

Are they 'behaviours', or unmet needs? As care providers, it can help to think differently about how a person with dementia acts and reacts in certain situations.



*Video by Teresa Youngstrom, A Better Approach to Memory Care | Courtesy of WRHA Continuing Care Program 2023*

### Protect the Memories

When you are in the midst of caring for someone and just getting through a day feels like a challenge, you might feel like these are not the memories that you want to hang on to.

You may want to reconsider that approach. Preserve some audio, video and/or photos of your time together, whether it is a harder day or an especially pleasant one.



*Video by Dr. Natali Edmonds, Dementia Careblazers | Courtesy of WRHA Continuing Care Program 2023*

## In Focus: Wilson Cortes

*In Focus is a new monthly column featuring employees and staff teams from across our campus. If there is a team you would like to get to know better, please contact Carol at [cdynkavitch@rhc.mb.ca](mailto:cdynkavitch@rhc.mb.ca).*

Meet **Wilson Cortes**, a Health Care Aide here at Riverview. In addition to work as a care giver, Wilson has put together a music program for our residents.

He volunteers his time ahead of his scheduled evenings shifts on Mondays or Saturdays to bring joy and help contribute to a better quality of life for the people we serve. (Exact dates and times will be published in the Recreation Calendar, starting in the new year.)



“My name is Wilson, and music has always been a source of joy and connection in my life. I have a deep passion for playing the acoustic guitar and singing, and I was once a church organist. Over my 10 years of service in healthcare, I’ve seen firsthand how music can brighten someone’s day and bring comfort in ways words sometimes cannot.

While working at Riverview Health Centre, I often found myself humming or singing while providing care. The smiles and happiness it brought to the residents warmed my heart and inspired me to share my musical gift more fully. I’ve never studied music formally, but I consider it a blessing - a gift from God - that I feel called to share with others.

It brings me immense joy to see how music can touch lives, and I am honored to volunteer my time playing for the residents of CD1. My hope is to bring moments of happiness, connection, and peace through the universal language of music”.

## **Person Directed Living at Riverview: Looking Ahead**

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

Winter and Season's Greeting to All!

As we look forward to seasonal activities and time with family and friends, it is also an opportunity to reflect on the year past and what the New Year may bring. With respect to Person Directed Living at Riverview, it has been heart-warming and exciting to see and hear about many individual- and community-level activities and actions that have been bringing our Person Directed Living Commitments to life!



Looking ahead to 2025, we are excited to share plans to kickoff the year with a celebration and recognition of Person Directed Living at Riverview! We are in the midst of planning a **Person Directed Living Celebration Week (January 20-24, 2025)** for all who live, stay, work, and visit at Riverview! Details of the week's events will be available in early January, and included in the next issue of this newsletter - stay tuned!

Warmest wishes for the upcoming season and New Year! - *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. 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.](#)

Riverview's **2nd Annual Holiday Maker's Market** attracted residents, families, employees, and community members alike - everyone on the lookout for the loveliest homemade and handmade gifts. They were not disappointed!







## MAKING MERRY WITH MUSIC

While Riverview hosts musical guests all year long, it is especially nice to hear seasonal songs in December. Residents and families were treated to the musical stylings of **Gina Rempel's** piano students (right), including a sing-a-long and a few special numbers by a sibling-duo on the guitar and drums.





The **Women of Note** choir played to a packed house (at left, and below).

Residents, families, and staff alike thoroughly enjoyed the performance!

Special thanks to the volunteers, staff, and families who helped make sure that everyone who wanted to attend got there and back safely.



## Upcoming Events



**New Year's Eve at Riverview  
Musical Guests:**

**Two Strong Winds**

Tuesday, December 31, 2024  
TIME

Thomas Sill Auditorium | Cafeteria

Come out and celebrate 2025 with your  
Riverview community!

Click [HERE](#) to see and hear the duo in  
action. It's going to be a great event!



Mark your calendars!

**PERSON  
DIRECTED LIVING  
CELEBRATION  
WEEK**

January 20-24, 2025

Movies | Balloons | Cake | Activities  
And More! Details coming soon!

## Riverview Health Centre Foundation

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

### **Important Update: Making your year-end donation during the Postal Disruption**

As we approach the end of the year, we want to inform you about the ongoing Canada Post strike and its potential impact on donations. While we continue to appreciate and rely on the generosity of our donors, postal disruptions may cause delays in processing mailed donations and tax receipts.

Your support is vital to the RHC Foundation, and we are committed to making this holiday season a meaningful



Here's how you can make your special year-end gift:

- **Donate online at [rhcf.mb.ca](http://rhcf.mb.ca).** You can make your gift at your convenience any time of the day.
- **Call us at (204) 478-6271** to make your gift by phone. If you don't reach a person, please leave a message and we'll return your call.
- **Drop off your gift.** Donations will be accepted at the Communications Desk

one for everyone. Thank you for your continued generosity and understanding during this time.

inside the main entrance of the Riverview Health Centre.

## Editor's Note

Watch for the next issue of this newsletter during the week of January 20, 2025. If you have comments or suggestions for this newsletter, please email Carol at [cdynkavitch@rhc.mb.ca](mailto:cdynkavitch@rhc.mb.ca).

---



**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

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

---

Copyright (C) 2024 Riverview Health Centre. All rights reserved.

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe](#)