



PATIENT, RESIDENT & FAMILY NEWSLETTER

October 2024 / A Note from Kathleen Klaasen, CEO

In late September, surveyors from Accreditation Canada assessed the care and services provided at the EMG Clinic, the Geriatric Day Hospital, ABI Rehabilitation and Palliative Care at Riverview Health Centre. They met with some of the people we serve, their family/care partners, and staff. They assessed our services based on national quality and safety indicators.

Surveyors marveled at the quality of care, team work, and collaboration they witnessed at Riverview.

They were impressed by our focus on the quality of life of people we serve and our improvements aimed at ensuring safety for all. We will receive a written report from Accreditation Canada in approximately two months and will share the findings with you. (If you would like more information, please contact Olivia Essex, our Quality and Accreditation Consultant, at oessex@wrha.mb.ca).

On September 28, 2024, approximately 100 of us gathered at the Park Theatre to watch the premiere of “A New Beginning”, filmed and produced by three of our amazing Therapeutic Recreation Facilitators, **Candice Antazo**, **Brittany Stewart**, and **Stephen Gilbert**. We were thrilled to screen the movie last week at Riverview so that many more of our community members could experience it.

This remarkable film features the stories of four residents living at Riverview Health Centre. To **Carol and Bill Hawkins**, **Andre Hall-Gruska**, **Michael Cooke**, **Carol**

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Burns, Diane Blais, and their families, who star in this movie – thank you for sharing your stories of life at Riverview. Your willingness to reveal your experiences will support others considering a move into Riverview or long term care. We are grateful for each one of you, and so proud of our amazing community!



CAMPUS CALENDAR

Add these dates to your October and November calendars. You'll find details under *Upcoming Events* and in other stories below.

October 22	RHC Foundation's One Great Lottery - Grand Prize Deadline
October 22	Tuesdays at the Campfire (weather permitting)
October 29	Live Music: <i>Men in Cheap Suits</i>
November 8	Remembrance Day Gathering
November 15	Winnipeg Conservatory of Music Mass Choir and City of Song
November 20	Family Information Meeting
November 27	Riverview Maker's Market - Holiday Edition!
November 30	Live Music: <i>The Marvels</i>

RHC Strategic Plan: Growth and Sustainability

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**
-

Following the introduction of Riverview Health Centre's 5-Year Strategic Plan last May, we are exploring the Priorities and Goals outlined in the plan. This month's focus: **Growth and Sustainability**.



Intention

Seek opportunities to expand services provided by Riverview. Enhance best practices in financial and environmental sustainability.

Key Words

Sustainability - Using resources to support Riverview to thrive, grow, and develop in a way that benefits our community, now and in the future.

Best Practices - Using the best ways of working to achieve our objectives. Keeping up to date with how successful organizations operate. Measuring our ways of working against the highest industry standards.

Community - The fellowship that results from sharing common attitudes, interests, and goals, as well as the physical environment. A place where people live, visit, stay, work, volunteer, learn, and grow.

Making it Real

- We will be ramping up our recycling efforts in 2025. In the meantime, *recycle what you can, when you can, while on the Riverview campus.*
- If you see a way to *make our physical environment work better for people we serve*, say something. Even small changes can make a big difference.
- When you have an opportunity to *provide input on large scale changes* to our physical environment, respond with person directed living in mind.

Campus News

UPDATE ON CAMPUS REPAIRS AND RENOVATIONS

Princess Elizabeth Admin Building Water Damage – Remediation of the water damaged areas on the 2nd and 3rd floors of the PE Admin Building is expected to be completed by December 2024. The remainder of the flooring in the hallways of both floors will begin in 2025.

Robert Steen Day Hospital - Lower Level – Work has begun to repair the water damage stemming from a broken water main line in the lower level of the Day Hospital. Remediation is expected to take between 10 to 12 months.

The River Spas – Renovations continue to transform the existing tub/shower rooms in our long term care communities into the River Spas. Work is progressing well on the C-side River Spas on CD1, CD2, CD3, CD4.

Dining and Community Living Spaces – 2 East, 2 West and the Adult Day Program – The designs for the new dining room and living spaces are nearing completion. Feedback is currently being sought from residents, patients, and staff on the proposed new designs. Once the designs are complete, we will work with the RHC Foundation for funding opportunities.

HELP KEEP OUR CAMPUS SAFE

Do not let strangers enter Riverview through secure doors.



As part of our commitment to campus safety, our Main Entrance doors are locked during evenings and overnight.

If you notice someone trying to gain access to Riverview via a secure door, **do not let them in.** Instead, inform the Manager for your community or call Security at (431) 336-2724 for assistance.

'A NEW BEGINNING' AT RIVERVIEW

Riverview's very own film premiere was an evening of laughter, hope, and a few tears. 'A New Beginning' was proudly shared with the stars of the show, their families and friends, and a few special guests, at the Park Theatre. The film was presented to the community at Riverview a few days later. We hope to share this film with a wider audience in the future. Stay tuned!





Resident Council and Family Information Meetings

Family Information Meeting - September Highlights

The most recent Family Information meeting was held virtually on Wednesday, September 18. Here are a few highlights:

- Flu and COVID-19 vaccines have been ordered and will be available the coming weeks. Consent is always secured before any vaccines are administered.
- Tub room renovations are underway, which may mean higher noise levels and disruption in some areas for short periods of time. Appropriate infection prevention and control measures are being taken to ensure continued safety for everyone.
- A significant Riverview Health Centre website update is nearly complete. We hope to have the site revitalized by the end of October. You can expect more photos, fresh content, and a bright new look. You'll find it, as always, at: www.rhc.mb.ca.
- Attendees were encouraged to subscribe to the monthly patient/resident/family newsletter (the one you are reading right now!). It's the best way to stay up to date and connected with your Riverview Health Centre community. Watch for a new name, coming in November! (Haven't subscribed yet? Click [HERE](#).)
- **Joanne Beauchemin, a Registered Dietitian and Clinical Service Lead** at Riverview, joined the group to share information about what a dietitian does, and how they can help people and families with their questions about food and meal options.
 - There are 3 dietitians serving the Riverview community - 2 full time and 1 part time.
 - Their role is to assess and provide the best nutritional care possible for patients and residents. They assess individual's nutrition/malnutrition levels which helps with functional dependence infection rates, and provide recommendations regarding such as vitamins, minerals or extra protein.
 - There is a three-week menu cycle. Meals are prepared at a regional distribution facility and presented at Riverview.
 - Riverview dietitians work with residents and families to include foods in a person's diet that they particularly enjoy. If a person has difficulty swallowing, they work closely with speech language pathology to provide the best and safest diet texture.
 - If you have any nutritional concerns, speak with a nurse or manager in your community and ask to meet with a dietitian so they can address the issue with you. Our dietitians are happy to help, and will do their best to meet your needs.
- Group discussion included the desire for increased use of the pavilion in the Alzheimer's Centre of Excellence, and challenges in maneuvering motorized wheelchairs and tilt chairs over the new pavement area outside the main entrance.

NEXT MEETING

[Wednesday, November 20, 2024 | 2pm - 3pm | Thomas Sill Auditorium](#)

We are excited to host our first 'in person' Family Information meeting! Please join us if you can. We look forward to great conversation and information sharing.

Resident Council Meeting - September Highlights

In April of this year, the Riverview Resident Council invited The Honourable Wab Kinew, Premier of Manitoba, and The Honourable Uzoma Asagwara, Minister of Health, Seniors, and Long Term Care - or their delegates - to attend a Council meeting. They clearly outlined the reason for the invitation:

“Riverview is a wonderful place to reside, however, we believe there is always room for improvement. We have confidence that there is a significant benefit for you to visit our community and would appreciate an opportunity to share our perspective of residing in a long term care setting in Manitoba. It is important for us to have this chance to feel heard and to share our voice for future considerations and decision making that influence our daily living and quality of life.”

As a result, the Council welcomed two invited guests to their September meeting: **Jelynn Dela Cruz** – MLA Radisson, the Legislative Assistant for Health, Seniors and Long-Term Care joined on behalf of the Minister of Health, Seniors and Long-Term Care, and **Linda Wilson** – Constituency Assistant to Wab Kinew, MLA Fort Rouge joined on behalf of Wab Kinew, Premier of Manitoba.

Prior to the meeting, input was gathered from Residents of Riverview Health Centre long term care communities. With the Resident Council Co-Chair approval, the top three topics were selected for in-depth conversation with our guests during the September 13, 2024 Resident Council meeting. Here is Part 1 of the notes from the discussions that followed:

Q1: RHC staff work tirelessly with caring attitudes. They accept the challenges of meeting the needs of residents and their various circumstances. Long Term Care staff need more support from government to hire proper staffing levels. What are future commitments?

- Jelynn Dela Cruz shared that a top priority of the current government is honoring the work and everyday experiences of frontline staff in healthcare. Hiring of new staff is a priority and a commitment for the future year is a comprehensive review of the healthcare system, especially long term care.
- Resident, Bedelia, shared: “I hope you read our feedback. We are all aging and we all need more help. It is so sad that government does not realize how our staff work hard. We honour our staff.”

- Jelynn Dela Cruz responded that she, too, has family that work in healthcare, they experience the struggles as well.
- Concern from residents feeling there are not enough full-time positions was addressed: Jelynn Dela Cruz voiced that government is committed to adding full time positions. However, they recognize some health care workers have expressed desire for more work/life balance, with opportunity for less than full time hours; a balance of position types is sought.

Watch for the remaining questions and answers covered in the meeting in Part 2, coming in the November issue of this newsletter.

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.

Keeping You and Your Loved Ones Safe

There are many ways you can help keep yourself and your loved one safe from common infections such as influenza, RSV, and Covid-19. Here's what you can do:

- **Clean your hands**, especially after going to the washroom and before eating.
- **Do not visit if you are feeling unwell**. This helps prevent others from getting sick.
- **Cover your cough** with a tissue, or cough into your elbow.
- **Wear a mask**. This helps protect you AND everyone else. Together, we can help stop the spread of infection and created a healthier Riverview!



Learning About Dementia Care: Self-Care and Transitions

Being a caregiver is one of life's most challenging experiences. Scan the QR codes below with your mobile phone for a couple of tips that may help.

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.

STRUGGLING WITH TRANSITION TO CARE

Some people struggle to accept help from others because they feel like caring for their person with dementia is their responsibility. However, accepting help helps you to take care of yourself so that you have something left to give. This video talks about the regret that some people feel when their person moves into a care community.



CARING FOR THE CARER

It is so important to take care of yourself when caring for someone with dementia. This starts by understanding and accepting what and how you feel.



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

Person Directed Living at Riverview: Living the Language

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

In last month's newsletter we talked about the importance of using words and terms that reflect a Person Directed Living approach rather than an institutional view of living and care. This month, we will expand on the 'why' and 'what' of these language changes.



Why do we need to change the language now?

Words are very powerful. Some of the common language and terms used in healthcare promote an institutional, top-down culture of care and service delivery. An important part of the shift to a Person Directed Living culture is to be aware and thoughtful of the day-to-day language used in a healthcare setting and in conversation.

What is the impact of this new language on Person Directed Living?

Changing language goes beyond making adjustments to the words we speak; it signifies a new way of treating people. By making an effort to transform our language, we are committing to alter life-long practice. This will have a positive effect on how people feel, how they are viewed, and how they are treated.

What are these language changes?

A Person Directed Living Language Guide has been developed that helps support Riverview's internal shifts in culture and language. Some of these changes were highlighted in last month's newsletter. Below are a few more examples you may start hearing in and around Riverview:

Instead of hearing and seeing this...	You will hear and see this...
Admission / Admitted	Move in / Moving in (to a long term care community)
Unit	Community (referring to a long term care area) Care Areas (referring to a hospital or program area) Or by unique Community/Care Area name (pending)
Room (Resident's or Person's)	Suite
Department	Team

Changing language is a collective work in progress and will take time as we support each other to use language and words that reflect Person Directed Living values. We welcome comments and feedback from all, and can be reached at our emails above.

~ With thanks, Deanne & Kelly

Research: New Research Chair - Dr. Ruth Barclay

Riverview Health Centre and the College of Rehabilitation Sciences at the Rady Faculty of Health Sciences have announced a new research chair focused on rehabilitation and new telerehabilitation technology.

Dr. Ruth Barclay, professor of physical therapy, College of Rehabilitation Sciences, was appointed the centre's inaugural **Research Chair in Telerehabilitation** for a five-year term starting September 2024. She will provide leadership in the creation of a rehabilitation research program with a strong emphasis on new technologies.

Dr. Barclay has been involved in several research projects with Riverview since 2009. Current projects include two telerehabilitation studies with Riverview as one of multiple Canadian sites in the CanStroke Recovery Trials platform, which supports multi-centre trials in stroke recovery across Canada.

Her relationship with Riverview and her understanding of who we are and where our strategic plan is moving make her a perfect fit for this role. She will also serve as a liaison to engage faculty, Riverview staff, and the community in research.



This research chair will help grow other partnerships the centre has, including one with the Interlake-Eastern Regional Health Authority that brings physiotherapy and rehabilitation access to residents of Lake Manitoba First Nation and Pinaymootang First Nation via telepresence robots and video conferencing.

Dr. Barclay will help us evaluate as we grow and find innovative ways to deliver that program, and support expanded use of telerehabilitation and other technology to improve access to care in rural and remote communities. Welcome, Ruth!

Adapted from an article by Alan MacKenzie, University of Manitoba. Read the original story [here](#).

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.

The annual **Riverview Dog Parade** is a much-anticipated September tradition. This year's event was thoroughly enjoyed by people and puppies alike! Special thanks to everyone who came out to enjoy the furry fun!

Want to see more? CTV news came by to capture the event. Click [here](#) to see their story.







It was an Art-full Afternoon!

Flowers were blooming *inside* Riverview as crafters prepared a few autumn artworks for their community. These pieces will be displayed with pride for their beauty and celebrated for the joy that went into their creation.



Feeling connected helps keep us happy and healthy. When friendly, playful pets visit, it can spark connections with the animal, and also among all the people bonding over its antics. Plus - stroking the fur of a soft little bunny is just a lovely thing to do! Thanks to RHC Foundation for making meaningful activities like this possible.





Upcoming Events



Men in Cheap Suits

Tuesday, October 29

6:30pm

Thomas Sill Auditorium
and Cafeteria

Seven guys, seven ties, and an unforgettable funky surprise. *Men in Cheap Suits* are the ultimate soul and funk dance party band... coming to Riverview! Don't miss the fun - Join us!

The Winnipeg Conservatory of Music Mass Choir and City of Song are coming to Riverview to lead a community sing-along, featuring music by The Beatles and ABBA.



We can't wait to hear Riverview voices singing loud and strong!
This performance is made possible via City of Song Grant.

Friday, November 15, 2024 | 2pm
Thomas Sill Auditorium and Cafeteria



Are you a Maker? A Crafter? A Creator?

You can be part of the 2nd Annual
Riverview Maker's Market - Holiday Edition
Wednesday, November 27 | 3pm - 6pm

If you would like to participate, please contact Sheena-Mae at smcruz@rhc.mb.ca or (204) 478-6204 for details and registration.

Riverview Health Centre Foundation

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

Don't Miss Your Chance to Win Big!

Get ready for another shot at an incredible prize with *One Great Lottery*! This is your opportunity to win big and support Riverview Health Centre Foundation! Over \$225,000 has been awarded to 23 winners so far - and the best is yet to come!



The Grand Prize Draw is Tuesday, October 22. Thirteen lucky winners will win a share of 50% of the growing jackpot! Make sure you buy your tickets now - click [HERE](#). Who knows? You could be our next big winner!



RIVERVIEW - LIVE ON RADIO!

We are thrilled to announce that from October 31 to November 26, Riverview will host CJNU Radio for special live broadcasts! This is a fantastic opportunity for our community to come together and enjoy a variety of engaging programs and discussions.

CJNU Radio, known for its vibrant mix of music and local content, will be on-site to connect with our residents and share the stories that matter to us. They showcase the great work being done in Winnipeg by partnering with organizations big and small across the community, with a commitment to being “live and local”.

Join us in welcoming CJNU to Riverview – and remember to tune in every day for stories from our community. we can’t wait to share this experience with you!

Editor’s Note

Watch for the next issue of this newsletter during the week of November 11, 2024. If you have comments or suggestions for this newsletter, please email Carol at cdynkavitch@rhc.mb.ca.



*Honouring Voice
Respecting Choice*

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

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