



A Monthly Newsletter for Residents | Families | Care Partners

November 2024 | A Note from Kathleen Klaasen, CEO

The Long Term Care Experience Survey results are in! Thank you to everyone who took time to share their thoughts and experiences. The responses to the survey will drive changes to further improve the care and quality of life experiences at Riverview. We are pleased to share the results with you here (see article below).

If you would like to learn more, ask questions, or talk with other families and care partners, consider joining us for our first in-person meeting of the **Family Information Group**: Wednesday, December 4, 2pm - 3pm at Riverview. We look forward to seeing you there!

On November 7, 2024, Manitoba Health completed their **unannounced review of the personal care communities** at Riverview (CD1, CD2, CD3, CD4, AB1, AB2, and 3 West). Unannounced reviews are conducted annually in all Manitoba personal care homes to ensure that provincially regulated standards are being met.

The review team consisted of three Standards Review Officers from Manitoba Health and two reviewers from WRHA. At the end of their visit, the review team provided an overview of their preliminary findings:

- Staff were friendly, helpful and welcoming.
- The organization was clean with noticeable environmental improvements including painting of resident rooms and upgrades to our tub/shower rooms.
- Recreational programs were well attended and residents were engaged.
- Ten resident interviews were done and all ten residents said they would recommend living at Riverview.

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CAMPUS CALENDAR

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

November 27
Riverview Maker's Market
- Holiday Edition

November 30
Concert - The Marvels

December 2
Winnipeg Wind Ensemble

- Staff know residents well and this was seen in their interactions with them.
- Care plans were up to date and reflected the individual needs of residents.

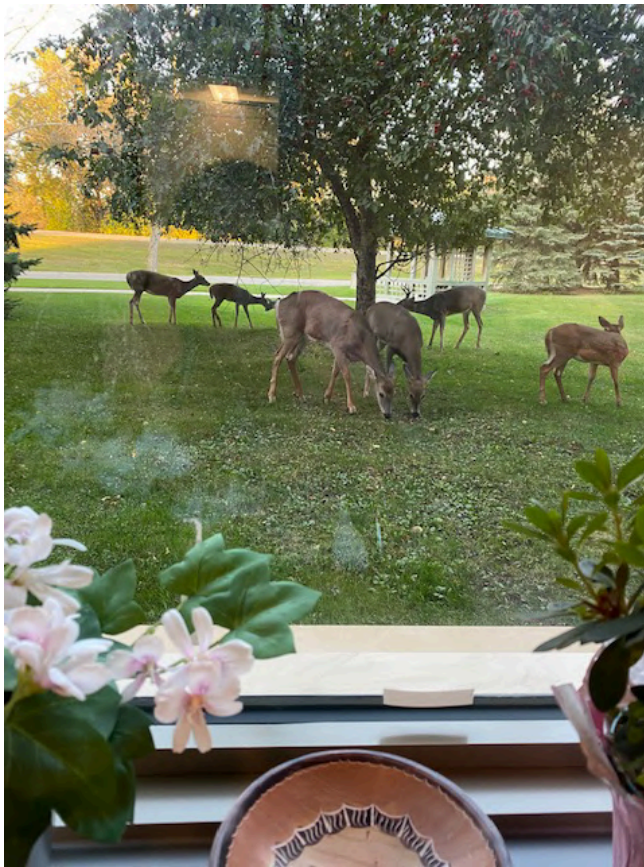
We will receive a written report on the findings of the unannounced review in the coming weeks. The final report will include a summary of completed documentation audits, staff/family surveys, resident interviews, a detailed tour of Riverview and audits of medication rooms/medication passes and much more.

December 3
Concert - Women of Note

December 4
Family Information Meeting

December 8
Concert - Piano Students

December 14
Concert - Nova Borealis



These lovely photos of 'visitors' to our beautiful grounds were taken by **Tena Vanslyck**, a resident here at Riverview. She was very happy to share these photos, and loves all the wildlife that comes by her window. Thanks, Tena, for sharing your delightful view with us!



Campus News

Last month we shared that Dr. Ruth Barclay was appointed the Centre's inaugural Research Chair in Telerehabilitation. Now, you can take a look at our **Rural/Remote Community Telerehabilitation Program** in action!

- Click [HERE](#) to see a 3 min video about this program.
- Then click [HERE](#) to watch a CBC TV New report that showcases the impact of this exciting work.



Resident Experience Survey Results

The Resident Experience Survey was distributed in June 2024 to 87 RHC residents. 63% of residents who received the survey responded. Here is what they had to say:

What Stood Out

- Participating in meaningful activities
- Opportunities to spend time outside
- How well residents and family / care partners are treated by staff

To Continue Working On

- Improving the overall quality and variety of the food and drink offered
- Building choice for residents regarding their care and how they prefer to spend their time
- Increasing the number and variety of activities offered
- Ensuring residents know who to contact with concerns

Family / Care Partner Experience Survey Results

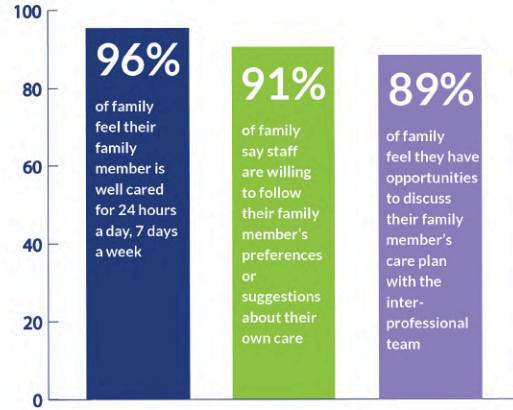
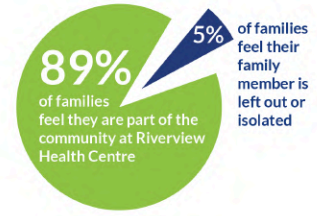
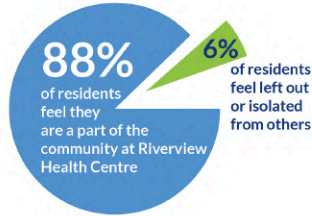
The Family / Care Partner Experience Survey was distributed in June 2024 to 259 families / care partners of RHC residents. 34% of people who received the survey responded. Here is what they said:

What Stood Out

- Participating in meaningful activities
- Opportunities to spend time outside
- How well residents and family / care partners are treated by staff

To Continue Working On

- Improving the variety of the food and drink offered and the overall meal time experience
- Building choice for residents regarding their care and how they prefer to spend their time
- Increasing the number and variety of activities offered



96% of residents say staff encourage them to do the things they can do themselves

93% of residents say staff are professional and provide excellent care

88% of residents say staff support them in how they prefer to spend their time

85% of residents feel comfortable speaking to staff about a problem

97% of family say staff are professional and provide excellent care

94% of family feel comfortable speaking to staff about a problem

92% of family know who to contact when they have a concern or question

91% of families say staff support their family member in participating in activities that are meaningful to them



**It takes a community to prevent a fall:
We all have a role to play!**

November is Fall Prevention Month.

Falls are the leading cause of injury among older adults and one-third of those who fall will never return home.

The Fall Prevention Month website has:

- Pre-planned activities, posters, and social media posts
- Resources you need to make a difference in your community

Together, we can help keep people active, independent, injury-free, and healthy. Find out more and download these resources at www.fallpreventionmonth.ca.

Cherie-Ann Sheppard, RHC's Safety Officer (left), accepts the **2024 SAFETY Culture Award**, with Ross Eadie, City Councillor (middle), and Dave Kramer, Vice President, Safe Work Manitoba (right).



This award was presented in recognition of our commitment to a strong and positive safety culture.

We are proud to be recognized, and grateful for the hard work that happens each and every day to maintain a safe and healthy community for all. For a short video about why Riverview was chosen for this honour, click [HERE](#).

On November 18, **Andre Hall-Gruska**, one of several talented artists who reside at Riverview, hosted an art exhibit in the RHC Solarium, to the delight of all who came to experience his work. His unique, intricate, and colourful art graces the offices of some of our staff and Board members, and adds life to the tunnels that connect our campus. Andre co-chairs the Resident Council, co-starred in 'A New Beginning' - the recent documentary about life at Riverview - and is a champion for growth and change. We are grateful to have Andre as a leading member of our community.





Resident Council and Family Information Meetings

Resident Council Meeting - September Highlights Part 2

As we highlighted in the September newsletter, 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. Residents were asked “What do you want the Manitoba government to know about your life in long term care?” 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 2 of the notes from the discussions that followed:

Q2: Future plans to support current sites with better ability to accommodate private rooms? Plans for new spaces (bed availability) to stop the sharing/crowding of current spaces?

Q3: Mental health is not supported as a priority in long term care. Are there discussions/plans to fund positions in long term care that have expertise in mental health?

Jelynn Dela Cruz acknowledged that she is aware that there are still many long term care homes where folks are required to share their living space with up to 3 other residents.

In 2024, the current government committed to building more personal care homes in rural areas and some in Winnipeg. Jelynn also shared that unfortunately the previous government cancelled already approved projects.

A Resident present shared that this will be her 8th year anniversary at Riverview Health Centre. She asked if the current government would support upgrading and fixing already existing facilities. Jelynn 's response: The government is trying to secure federal funding.

Residents are aware that Riverview has asked for shared rooms to be changed into private accommodations, and that the request was denied by the Region.

Jelynn Dela Cruz acknowledged the gaps between mental health and wellness – especially during pandemic. Jelynn also spoke about volunteers, and how they can be one of the resources for long term care.

Jelynn shared her own experiences of being a volunteer in a personal care home during her high school studies. Unfortunately, during the pandemic, no volunteers were permitted in personal care homes, and now there is a fear of coming back to volunteer.

According to Jelynn, the government is trying to boost volunteering. Jelynn also shared that the current government has established a Seniors Advocate Office to provide support to seniors.

Government is also going through an overall review in long term care.

Resident Council Meeting

Friday, November 29, 2024

2pm - 3pm | Thomas Sill Auditorium

All Residents are welcome! Join us to review results from Riverview's 2024 Long Term Care Resident and Family/Care Partners Experience Survey, confirm a new name for our newsletter, and more.



Family Information Group Meeting

NEW DATE

Wednesday, December 4, 2024

2pm - 3pm | Thomas Sill Auditorium

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

You can also attend virtually. Click [HERE](#) to join the meeting when the day/time arrives.

In order to plan accordingly for this meeting, **please let us know if you are planning to attend in person or virtually via Microsoft Teams**, by Wednesday, November 27, 2024. RSVP to Eva Carrasco at ecarrasco@rhc.mb.ca.

The agenda includes:

- Monthly Update - Director of Resident Care Services
- Review of Results from Riverview's 2024 Long Term Care Resident and Family/Care Partners Experience Survey
- Role of Therapeutic Recreation Facilitator
- Question and Answer

All families and care partners of residents living in Personal Care Home communities and the Chronic Respiratory Care community are welcome to attend this gathering.

The purpose of the meetings is to give you opportunity to engage in learning, discussion, and provide feedback regarding life for your family member and your experience at Riverview Health Centre.

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.



Manitoba.ca/vaccine



Vaccination – Flu and COVID-19

Respiratory virus vaccine appointments, including walk-ins and staff clinics, are now available.

Visit www.Manitoba.ca/vaccine, call 1-844-626-8222, or go to a vaccine clinic in your community.

We all recognize the danger posed to populations at higher risk of severe illness, such as young children, older adults, and people with chronic health conditions, if they become ill. The brief inconvenience of attending an appointment or lining up at a clinic is well worth the benefit to others, and helps us avoid missing work, school, and social activities due to our own illness.

Every vaccine counts. Get yours today!

HOW DO I STOP THE spread OF germs?

- After coughing or sneezing, always clean your hands with soap and water or hand sanitizer.
- If you have a new cough, shortness of breath, and fever, protect others by

- Cover your nose and mouth against your sleeve or shoulder.
- Use a tissue to cover your mouth and nose during coughing and sneezing.
- Throw the used tissue in a waste basket right away.
- Turn your head away from others when coughing or sneezing.

staying away from them.

- If your cough or fever lasts, call your health care provider.
- Stay home when you are sick, and take care of yourself.
- Do not share cutlery, drinking glasses, towels, or other personal items.

Learning About Dementia Care

Grief

When someone we care about has dementia, the grieving process can feel like it is never ending. You may feel like you shouldn't be grieving when the person is still here, but this is a normal experience. Give yourself permission to grieve, and seek out supports. Caring for your needs is just as important. See <http://alzheimer.mb.ca> for services to help.



How Others Can Help

Being a care provider for a person living with dementia can be exhausting, and it's in addition to all of your other responsibilities. People might offer to help, but they don't know how. Help people to help you by actively identifying things you can offload. It will help you, and help others to support you.



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

Person Directed Living at Riverview: Learning and Taking Action

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.

Greetings to all! As the Person Directed Living staff education and learning program is implemented across Riverview, we are also offering an opportunity to residents and families to learn more about Person Directed Living and how it impacts their lives and interactions at Riverview.

From the resident and family sessions and conversations we have had so far, the following were felt to be important to support person directed life and living at Riverview:



- Building good relationships and communication with staff by having them introduce themselves to residents and families by name and role, and providing training for all staff on the use of communication assist devices/boards.

- The ability to personalize and make resident rooms/ suites look and feel like a home and less like a hospital (e.g. store away medical/ care supplies, add shadow boxes/display cabinets outside residents' doors to personalize their entrance).

- Having flexibility and say about decisions regarding routines (e.g. getting up/ going back to bed, when to eat meals).

The feedback from these discussions are brought back to the leadership and community teams to help support change and shift to approaches that are more person directed. We look forward to continuing our conversations with residents and family members as the Person Directed Living education and learning opportunities move forward throughout the year. We welcome comments and feedback from all, and can be reached at our emails above.

~ With thanks, Deanne & Kelly

Research: Helping Your Brain Stay Fit

Thanks to Riverview's own **Dr. Zahra Moussavi**, there is a new, fun, and convenient way to help your brain stay fit.

The **MindTriggers digital app** offers a variety of brain games tailored to combat memory loss and cognitive impairment due to aging or dementia – no matter your age or stage of life. Inspired by groundbreaking research in brain stimulation and memory retrieval led by Zahra, using MindTriggers is a proactive step toward maintaining a healthy, active mind.



In a 2021 [study](#) led by Dr. Zahra Moussavi, the repeated use of the MindTriggers app was significantly linked to the improvement of cognitive functions of older adults with dementia.

The MindTriggers app is available at no cost, courtesy of Manitoba Blue Cross, which supports Zahra's work - a "revolution in brain health" - and promotes the app as one of its wellness tools. Get it on Google Play or the App Store.

Click [HERE](#) to learn more about the MindTriggers app

Click [HERE](#) to find out what Dr. Zahra Moussavi says about memory loss and Alzheimer's

Click [HERE](#) to see what Manitoba Blue Cross says about MindTriggers

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.](#)



While we enjoy celebrating MANY special days here at Riverview, **Halloween** is extra fun for nearly everyone.

Maybe it's calling out 'Awesome costume!' as we spy a friend dressed as a bunch of grapes or a pirate or an angel. Perhaps it's coming face-to-face with a riot of crayon-people coming down the tunnel, or witches roaming the halls.

It could be the grins on the faces of some folks who might be remembering what it was like to go door-to-door for tricks and treats when they were just a little younger.

What is sure is that members of every part of our Riverview community had a great time together. Special thanks to the staff who shared extra costumes to help everyone get into the spirit of the day.







Some of our residents took advantage of the beautiful fall weather to venture out to Montana's (the restaurant, not the US state) for ribs and burgers. Rumour has it that the group savoured every finger-licking bite!



Upcoming Events



Join us for the 2nd Annual
Riverview Maker's Market - Holiday Edition
Wednesday, November 27 | 3pm - 6pm

You are sure to find something special for yourself or someone you care about.

If you'd like to participate, contact Sheena-Mae at smcruz@rhc.mb.ca or (204) 478-6204.

'Tis the Season for Merry Music!

Come join your friend or loved one for these seasonal performances, sure to warm your heart and lift your spirits.

Wind Ensemble

Monday, December 2, 2024
6pm - 7:45pm
Thomas Sill Auditorium

Woman of Note

Tuesday, December 3, 2024
6:45pm - 9pm
Thomas Sill Auditorium

Click [HERE](#) for a story highlighting the impact this choir has had at Riverview over the years.



Nova Borealis

Saturday, December 14, 2024
6pm - 8pm
Worship Centre

Be sure to check the community Recreation Calendars for December, in case of last minute changes and additions.

Riverview Health Centre Foundation

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

Our **Laughs + Libations** event on October 16 was a fantastic evening filled with wonderful company and top-notch comedy. We are deeply grateful to everyone who donated to our

Fund the Need auction. Over \$50,000 was raised in direct support of our goal to purchase new recliners for our 2 West Community. Thank you for making a difference!

The Riverview Health Centre Foundation was proud to present the 2024 “Friends of Riverview” Award to **Kristie Pearson** that night. Kristie is a true pillar of our community, always ready to lend a hand when needed. We feel incredibly fortunate to have had her as a board member. Her dedication as a volunteer and generosity as a donor have made a significant impact on the Riverview Health Centre community and will continue to do so for years to come.



Another *One Great Lottery* is Here!

One Great Lottery is back with a 4-week program from November 19 to December 17, 2024. Last time the jackpot was \$393,315, with over \$225,000 awarded to 23 winners!



Tickets are on sale now (get them here: www.onegreatlottery.ca) and winners are announced every Thursday. Don't miss out on your chance to win big! Thank you for supporting the great work that happens every day at Riverview Health Centre.



RIVERVIEW - LIVE ON RADIO THROUGH NOV 26

We hope you've been tuning in to CJNU 93.7FM to hear stories from people who have been impacted by Riverview - people we have cared for, their families and care partners. CJNU will be broadcasting live from our cafeteria through November 26. There are still so many great stories to share. You won't want to miss them!

Editor's Note

Watch for the next issue of this newsletter during the week of December 9, 2024 - a little earlier than usual. If you have comments or suggestions for this newsletter, please email Carol at 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

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