



# PATIENT, RESIDENT & FAMILY NEWSLETTER

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

### **We are listening.**

Through Resident Council, Family Information sessions, conversations, emails, and meetings with members of the interdisciplinary team, you share ideas about how Riverview can continue to support those who need us most.

We sincerely appreciate your suggestions for change. Our staff also provide important recommendations to further improve the care, safety, and the quality of work life at Riverview. Here are just a few examples of the impact these voices have at Riverview:

- Staff on 3 West, CD and AB units provided the leadership team with clear direction on how best to use specific one-time funding from Manitoba Health. Additional Clinical Resource Nurse, RN, LPN and Health Care Aide positions continue to be added to support resident care.
- We are lobbying for improved Winnipeg Transit services for Riverview.
- We implemented a patient/resident/family e-newsletter.
- We are renovating the tub and shower rooms on our long term care communities.
- We developed a new accessible visitor parking lot for those accessing the EMG Clinic, Day Hospital and programs in the Princess Elizabeth Administration Building.

Thank you for your advocacy, your suggestions, your courage to bring forward issues and concerns. Your voice is important!

## **Volunteer Profile: Debbie Kuypers**

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Debbie Kuypers volunteers on wards 2W and 3E at Riverview Health Centre. She found Riverview nine years ago, just after retiring from a 40-year career as a Child Life Specialist at Health Sciences Centre. There, she loved helping children and their families face the often stressful situation of an illness or injury. (Child Life Specialists are healthcare professionals who help children and families navigate the process of illness, injury, and hospitalization.)



When Debbie began volunteering at Riverview, she was pleasantly surprised by how welcoming and friendly everyone was. Today, she brightens the days of staff and residents of Riverview with her once a week visits.

If you want to talk about the news, the Jets, or want help with a crossword puzzle, just ask Debbie. If you have a thought, a memory, or a family update to share, she would love to hear it. She's up for a game—even if that game is cribbage—which she admits she plays “poorly”. On nice days, perhaps you have seen her taking residents outside to enjoy the park-like Riverview grounds.

She loves gardening and her plants grow well at her home in Charleswood. She also enjoys art, rock painting, exercise, and reading. She and her husband take great delight in spending time with their four grandchildren, who are into hockey, track, and dance.

When she reflects on volunteering at Riverview, Debbie is grateful for the many people she has come to know and care for at Riverview. “I am always learning and am in awe of the care that staff provide. I am also in awe of the resilience of patients. It is an honour and a privilege to get to know patients as a volunteer at Riverview.”

We thank Debbie for sharing herself with the Riverview community, and we know that whether you find her on the wards or the walkways, you are sure to find a friend.

## Campus News

### National Pink Shirt Day

**Wednesday, February 28, 2024** is National Pink Shirt Day - a day set aside to take a stand against bullying. We invite you to show your support for this cause by wearing the colour pink on February 28.

Learn how Pink Shirt Day started, and find out what you can do to help put a stop to bullying. Visit [www.pinkshirtday.ca](http://www.pinkshirtday.ca), or contact [Jonathan Jandavs-Hedlin](#), Co-Chair of the RHC Equity, Diversity, Inclusion, and Belonging Committee.

### DID YOU KNOW...

Over 75% of people say they've been bullied. ([Pink Shirt Day](#))

Over 90% of bullying incidents have peer witnesses. But when those peers intervene, most incidents are over within 10 seconds. ([Pink Shirt Day](#))

A 2010 study from Queen's School of Business found that almost 60% of working Canadians have witnessed or experienced workplace harassment. ([Canadian Red Cross](#))

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## February is Black History Month

Members of the RHC team along with the Equity, Diversity, Inclusion, and Belonging Committee (EDIB) have put together a week of activities - February 20 to 23, 2024 - to provide education, recognition and to celebrate the many achievements and contributions of Black Canadians and their communities who, throughout history, have contributed so much to make Canada the country it is today.

We also encourage you to check out the Shared Health page dedicated to Black History Month ([here](#)) which includes excellent anti-racism resources as well as highlighting a few of the many influential Black Manitobans. There you will have an opportunity to nominate a colleague from within Manitoba's Black community whose efforts inspire and make a difference in the lives of their fellow Manitobans.

## Resident Council Update

The RHC Resident Council met on January 19, 2024. After a welcome and introductions, the Council talked about what they would like to see achieved during their time on Council, and their focus for the coming months. While the discussion will continue, the Council has begun to formulate some priorities, including:

- Regular Leadership Updates, which could include information on distribution of funding
- Giving voice to the Resident's perspectives
- Having assistance in navigating concerns that trend across the site

Future meetings will include standing agenda items, such as a report from the Therapeutic Recreation team, and there are plans to update the current Resident Council bulletin boards on each unit.

## 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.*

## Cover Your Cough

One of the main ways infections are spread is through microscopic particles in the air. An easy way to prevent this is by covering your cough!

One way to cover your cough is by using a tissue. Make sure to throw the tissue away and wash your hands afterwards.

Another way is to cough into your elbow. You should try to avoid coughing directly into your hands.

Always wash your hands after coughing or sneezing. You can use soap and water or you can use hand sanitizer.



## 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 recreation calendars.](#)



Valentine's Day is a chance to celebrate love, friendship, and a passion for living well. Enjoy this sage advice from our very own Cupids!





A frequent request is to get off the unit for coffee and cookies in our very own RHC cafe(teria)!



## UPCOMING EVENTS

Come celebrate St. Patrick's Day with



## The Spectacles

Thursday, March 14

2pm - 3pm

Thomas Sill Auditorium / RHC Cafeteria

Their music will take us back to before before jazz was a university program and when ragtime was dance music, and all of this music was played in the living rooms, on the front porches and in the local community dance halls. Join us!

## Person Directed Living at Riverview

For questions and comments about Person Directed Living, please contact Laurie Romanica [lromanica@rhc.mb.ca](mailto:lromanica@rhc.mb.ca) and Deanne O'Rourke [dorourke@rhc.mb.ca](mailto:dorourke@rhc.mb.ca), Person Directed Living Coordinators.

Greetings to all! We hope you are enjoying the mild breaks in winter weather that we have been fortunate to receive this past while.

As we have been gathering feedback on the draft Person Directed Living Commitments over the past few months, we have received some questions. We thought we would take this opportunity to answer a few of the most common queries.

*\*Please consider the responses to the questions/comments below as a starting place as we begin to explore the opportunities and potential enhancements that Person Directed Living approaches can offer our communities within Riverview. As we move forward with our collective learning and growth, the responses to these situations may evolve and change over time.*



### **Will additional staff or volunteer resources be needed to support Person Directed Living approaches?**

Person Directed Living will not necessarily require additional resources. It *will* involve a shift in how we interact with others, think about and approach situations, or utilize available resources. As we move forward, there may be certain situations that do

### **Will education be provided on Person Directed Living to all staff, as well as residents, and families?**

Yes. Currently there is a pilot of the proposed Person Directed Living education program for staff working in the PCH/LTC/Chronic Care communities being carried out on CD1. Once the trial is complete in March, we will evaluate the

require additional or different supports and, in those circumstances, we would work together to investigate and maximize all possible options, including valuable volunteer resources.

education approach with input from the CD1 team and make further plans for staff education within the clinical/care and support teams, as well as residents and families.

Please feel free to reach out to us at our email addresses above if you have any additional questions or feedback about Person Directed Living at Riverview. We will continue to provide information and updates in the monthly newsletter, so please stay tuned!

- *With gratitude, Laurie & Deanne*

## Riverview Health Centre Foundation

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

### In-Room TVs Benefit Patients at RHC

Watching TV is sometimes seen as a bad thing or a waste of time. However, watching TV (in moderation, of course) has benefits for mental health, including escapism, empathy, emotional catharsis, decreased loneliness, and can even be a way to bond.

The Riverview Health Centre Foundation recently provided funding for new TVs on our rehabilitation floors, to replace 15 year old sets that were beginning to break down. The residents of these floors are recovering from stroke or an acquired brain injury and often spend long days in rehabilitation, focused on their recovery.

The unit staff believe that the new televisions help to improve the quality of life for patients, allowing them to enjoy their favourite programming when not in therapy, providing entertainment at the touch of a button, and helping to make the environment feel more like home.

Lisa Bass, a resident of one of the units which received TVs, said she couldn't imagine not having them. "It's always on; without the TV, my days would be pretty boring," she said. The new smart TVs mean that Lisa can login to her Netflix account or YouTube, in addition to 'live' TV.

Grant Thiessen, a patient, loves his TV, too.



Before arriving at Riverview, Grant was in hospital, with a TV so tiny that his mobile phone provided a better view. At Riverview, he can watch TV with his daughter and son when they visit him, creating a vital opportunity for a shared experience.

"I like the size of the TVs and the smart features. With the TVs in our rooms, we don't have to go to the family room or even leave our room to watch sports," said Grant.

Riverview Health Centre and the Riverview Health Centre Foundation believe in creating a comfortable, home-like environment for patients, residents, and clients. Because of generous donations, we can go the extra mile and provide exceptional care.

You are invited!

The Riverview Health Centre Foundation is thrilled to invite you to our 2024 events. Between **Cycle on Life**, **Bocce Ball**, and **Laughs + Libations**, we are confident you will find one or multiple events you will enjoy. The best part is you can have fun with friends, family, and the RHC community while supporting quality-of-life programs and equipment for the patients, residents, and clients of Riverview Health Centre.

*\*\* Please note the new dates for the Bocce Ball Tournament and Laugh + Libations.*



The graphic features the Riverview Health Centre Foundation logo at the top left. The main title 'UPCOMING EVENTS' is centered in large white letters on a dark green background. Below the title is a table with three rows, each representing an event. The first row is for 'CYCLE ON LIFE' on June 09. The second row is for 'BOCCE BALL TOURNAMENT' on August 21. The third row is for 'LAUGHS + LIBATIONS AN EVENING OF COMEDY' on October 16. A small note at the bottom states: '\*The dates of Bocce and Laughs + Libations have been updated since the past newsletter'.

UPCOMING EVENTS	
JUNE <b>09</b>	CYCLE ON LIFE
AUGUST <b>21</b>	BOCCE BALL TOURNAMENT
OCTOBER <b>16</b>	LAUGHS + LIBATIONS AN EVENING OF COMEDY

\*The dates of Bocce and Laughs + Libations have been updated since the past newsletter



# Planning an Event?

Consider raising funds for the RHCF



If you are planning a milestone anniversary, birthday party, wedding, or anything in between and are looking for a way to make the event extra special, RHCF invites you to help make an impact on the lives of residents, patients, and clients at RHC by asking your guests to make a gift to the Foundation.

For more information, please contact Delaney at [dohara@rhc.mb.ca](mailto:dohara@rhc.mb.ca) or 204-478-6220.

## Looking Ahead

Next Issue: Tuesday, March 19

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

Know anyone who might want to learn more about Riverview Health Centre, or stay up to date on what's happening on campus?

Kindly forward this newsletter and invite them to subscribe:



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