



A Monthly Newsletter for Residents | Families | Care Partners

January 2025 | A Note from Kathleen Klaasen, CEO

2025 is going to be another great year for Riverview Health Centre, and we are starting it off right!

We are thrilled to announce that Riverview Health Centre has received **MASH Certification**, recognizing our ongoing commitment to a safe and healthy workplace. We look forward to continued health and safety for all throughout 2025!

From January 20 to 24, 2025, we will host **Community Counts!** - our first ever celebration of person directed living at Riverview. We hope you can join us all week long at the movies, bingo, the coffee bar, and our celebration party. (Details below under *Person Directed Living*.)

Working together, we have made incredible strides in bringing person directed living to life on our campus - learning new approaches, changing our focus, adjusting our language, building new relationships, and much more. We can't wait to celebrate how far we've come!

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CAMPUS CALENDAR

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

January 20 - 24 **Community Counts!** Celebrating Person Directed Living
February 4 **NEW** Riverview Cribbage Tournament

Resident/Family/Care Partner Newsletter READER SURVEY

We value your feedback!

Take a quick, 3-question survey and help us make this newsletter even better for you. It won't take more than a minute.

Click [HERE](#) to complete the survey.

Thank you for sharing your opinions with us.



Campus News

RIVERVIEW HEALTH CENTRE IS NOW MASH CERTIFIED



Riverview Health Centre is officially MASH Certified! With an audit score of 87%, RHC proudly takes its place among Manitoba's top healthcare organizations in actively enhancing workplace safety and health.

What is MASH?

MASH stands for **Manitoba Association for Safety in Healthcare**, a specialized safety program dedicated to the healthcare industry in Manitoba.

What does it mean to become certified?

Being MASH Certified means that the Manitoba Association for Safety in Healthcare, in partnership with Safe Work Manitoba, has determined that Riverview Health Centre has achieved a set standard for an effective safety and health program, and prioritizes continuous improvement.

Why is this important for the residents and others we care for at Riverview?

Organizations that are MASH certified experience lower employee injury rates and improved health and safety. When our staff stay safe and healthy, they are able to continue to provide the best possible care for the people we serve, and build the long term relationships that help make life at Riverview meaningful.

Resident Council and Family Information Meetings

Resident Council - 2025 Meeting Schedule

All Resident Council meetings will be held in the Thomas Sill Auditorium.

Mark your calendars with the following dates, so that you don't miss a meeting.

Look forward to seeing you there!

- Friday, February 28, 2pm - 3pm
- Friday, April 11, 2pm - 3pm
- Friday, June 13, 2pm - 3pm
- Friday, September 12, 2pm - 3pm
- Friday, November 28, 2pm - 3pm

Family Information Group Meeting: December Report

Our first 'in person' Family Information gathering was held on December 4. Discussion was wide ranging and covered a variety of topics. A number of staff and senior leadership team members were present to help ensure questions could be answered 'on the spot'. Here are the highlights of the presentations and discussions:

FOLLOWING UP

- At the last group meeting, it was noted that there were uneven surfaces in concrete area outside the Main Entrance, making it difficult to traverse safely. Our building and grounds team has examined the area, and plans are in place to address the problem in the spring.
- It has been noted that the Pavillion (part of the Alzheimer's Centre of Excellence) seems to be underutilized; it is not generally available for use by those not living in the AB communities. This is due in part to fact that the Pavillion is only accessible by walking through the AB communities, and the need for staff support and engagement during use. RHC is working to increase use of this space on a variety of fronts. Recently, a research team explored guided use of the space, with positive results.

CONSTRUCTION/RENOVATION

- Tub/shower rooms renovations on C-Side units are in process and on track for completion in March. The AB and 3W community tub/shower rooms will be renovated next.
- Room re-painting has been delayed until April 2025.
- In the next year, we anticipate that 160 of the rooms on the CD units will receive new lighting; 40 rooms will have ceiling tracks installed.

PRESENTATIONS

Therapeutic Recreation Facilitators

Candice Antazo, Therapeutic Recreation Facilitator, 3W and Melanie Davis, Therapeutic Recreation Facilitator, AB2, shared a brief overview of their role and how they support people at Riverview. For some, therapeutic recreation can mean 1-to-1 programming; for others, it can include group activities and community outings. RHC facilitators endeavour to tailor recreation opportunities to the individuals and groups within their care, in an effort to support each person in living a purposeful and meaningful life. It was noted that family members can attend activities; managers in each community have up to date information on upcoming activities.

QUESTIONS/ANSWERS

How can we know if scheduled activities are cancelled?

Community staff are notified if the community's recreation facilitator is away, or programs have been cancelled or postponed for any reason, and asked to let families know.

Where are resident's meals made?

Resident's meals are made in a regional food distribution centre, delivered three times a day to Riverview, then heated and served.

Can more/different food options be made available?

The senior leadership team has prioritized efforts to enhance the resident experience around mealtimes. Improvements could include increased food choices and a more home-like meal experience. While no facility-wide changes are available at this time, pilot projects are underway to make more options available in individual communities. For example, we are exploring the option of a 'relaxed breakfast', where residents choose when to enjoy their breakfast and what to eat.

Can a resident's rooms be locked?

This idea has been brought to senior leadership; they are looking into options address concerns.

What can I do, if I don't feel my loved one's concerns are being adequately addressed by staff in the community?

Victoria Marek, Director of Resident Care, would be pleased to speak with you directly. She can be reached by email (vmarek@rhc.mb.ca) or phone (204-478-6247).

The Solarium is nice, but is sometimes drafty. Also, occasionally, when residents and family members visit the Solarium, it is in use by staff.

We will look into the temperature in the Solarium; it can be challenging to keep it at the appropriate temperature because of all the windows in the space.

The Solarium is available for use by anyone at Riverview, including staff, residents, and families, so it may be busy at times, particularly during lunch or break times. It is also used for resident events like art shows, karaoke, games, etc.

Can we use the resident/family/care partner newsletter to share information about meals, changes to program schedules, etc.? Can the newsletter be available in a central location?

The newsletter is distributed monthly. Some information needs to be shared in other ways to ensure it is available in a timely fashion.

All newsletters are now available on the Riverview Health Centre website (click [HERE](#)) under 'Patients & Residents'. We encourage all residents, families, and care partners to subscribe to the newsletter.

The drapes in my loved one's room need to be fixed. How can I get this done?

While our maintenance team makes regular assessments and repairs in all our spaces, sometimes things happen between their visits. If you notice something that needs repair or attention, please contact the Clerical Partner in your community to make a service request.

If you have questions or suggestions regarding the Family Information Group meetings, please contact Eva Carrasco at ecarrasco@rhc.mb.ca. The 2025 meeting schedule will be available in the next 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.

Hand Hygiene Tips for Visitors

Are you finished visiting and heading home? Please remember to wash your hands when you are leaving your loved one's room.

Thank you for helping us prevent germs from spreading to other areas of our campus, such as the elevator, doorways, and public washrooms.



Learning About Dementia Care

Preventing Responsive Behaviours

The behaviours that are often hard for care providers are called "responsive behaviours" because they are responding to an unmet need or perceived threat. Sometimes we can find triggers to these feelings. If we can find triggers, and deal with them, we can often prevent the resulting behaviours.



Boredom Busters

Being bored or under stimulated is often a cause of responsive behaviours. Knowing each person, their interests, and their history are important tools to use when thinking of ways to engage them in meaningful and enjoyable activity. Sometimes using tools like a fidget blanket can provide a good option.



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

Person Directed Living at Riverview: Community Counts!

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

We are excited to welcome staff, residents, families and care partners, volunteers, and students to **Community Counts!**, a special celebration of person directed living at Riverview, January 20 to 24, 2025.

Introducing...
Community Counts!
 A celebration of person directed living at Riverview

Monday, January 20 to Friday, January 24, 2025

- **Monday: Movies to Inspire**
12pm - 6:30pm | Thomas Sill Auditorium
- **Tuesday: Residents' Bingo**
6pm - 7pm | Thomas Sill Auditorium
- **Wednesday: Growing Together Tree**
All Day | Cafeteria
- **Thursday: Coffee Bar**
(Tea and Hot Chocolate too!)
7am - 10am | Cafeteria
- **Friday: Party to Celebrate our Community**
2pm - 5pm | Cafeteria and Thomas Sill Auditorium

Everyone Welcome

RIVERVIEW HEALTHCENTRE
Honouring Voice Respecting Choice

Person Directed Living

Funded in part by
RIVERVIEW HEALTHCENTRE

While most events will take place in the Thomas Sill Auditorium and the Cafeteria, we hope to bring some activities right to our communities, so more of us can enjoy the celebrations. Community and care area managers have posters with the date, time and place of each activity.

Look for our **Growing Together Tree** in the Cafeteria, starting Monday. Help bring it to life with your insights and ideas about person directed living. **Residents' Bingo** on Tuesday will feature special prizes!

A **Coffee Bar** will warm us all up on Thursday (tea and hot chocolate too!) and our Friday **Celebration Party** is not to be missed, with cake, prizes, a photo booth, balloon animals, and more!

Please plan to join in whenever you can. Person directed living is built on relationships and community. Let's celebrate together!

*Special thanks to RHC Foundation for their support of **Community Counts!***

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.

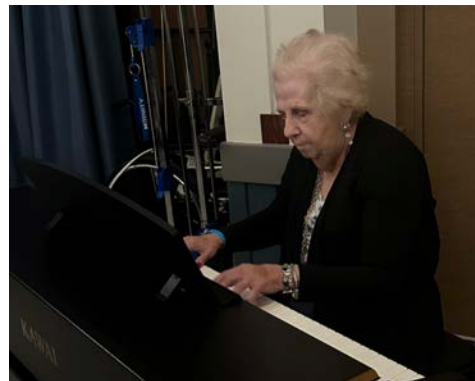
These activities are made possible at RHC through the generous support of donors to the [Riverview Health Centre Foundation](#).

Click here for the latest recreation calendars.

The recent holiday season filled our care areas and communities with music and entertainment, parties, special snacks and treats, and visits with friends and loved ones.

Our Team works hard to make special days and holidays feel special for everyone, whether you live at Riverview or stay here for a while.

We are grateful to each person who shared time, talents, and gifts to help make the season bright for the people we care for at Riverview. Thank you all!







When the winter weather sets in, we get creative with indoor activities.

Curling? Of course. Indoors? Yes. With no ice? The Riverview Team makes it happen!

And we don't stop there... Games of all kinds find their way into our communities that this time of year.

By the way, if you are looking for something different to do during a visit, check out the **Games Library** in the Solarium, courtesy of Riverview Health Centre Foundation. You'll find a variety of board games you can borrow during your visit to Riverview - a great activity for a chilly winter day!





Riverview Health Centre Foundation

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

Introducing Riverview Health Centre Foundation's New Executive Director

We'd like to announce the arrival of **Ms. Stephanie Bevacqua** as the new Executive Director of the Riverview Health Centre Foundation.

Stephanie has worked with a number of different organizations in varying and increasing areas of responsibility, most recently as the Executive Director of Taking Charge Inc. where she reported to a Board of Directors. She has her CFRE designation, a Fundraising Management Certificate from The Toronto Metropolitan University, and she is currently working towards her MBA from the University of Fredericton.



Fundraising is a passion for Stephanie. Her experiences include the Winnipeg Humane Society (Senior Donor Relations Officer), Red River College (Campaign Manager in the Development department), and Klinik Community Health (where she developed their first 3-year fundraising plan). Stephanie is looking forward to building relationships with donors and raising monies in support of initiatives to enhance the quality of life for communities and programs at Riverview Health Centre.

Stephanie's first day was January 2, 2025. Please join us in welcoming her to the Riverview Health Centre Foundation!

2024 Charitable Donations Extension to February 28, 2025

The Government of Canada has announced an important update regarding charitable donations for the 2024 tax year. To provide Canadians with additional flexibility and encourage philanthropic contributions, the government has extended the deadline for making eligible charitable donations until February 28, 2025.



We encourage donors to take advantage of this extended period to maximize their contributions and **make a meaningful impact to Riverview Health Centre**. Please remember to retain all official donation receipts for tax filing purposes. Click [HERE](#) for more information.

Editor's Note

Watch for the next issue of this newsletter during the week of **March 17, 2025**. 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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