



health

V • I • E • W • S

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In early May, a group of motorcyclists made the late Bill White's day: From left: Shelley Irvin, (Bill's daughter), Ingrid White (Bill's wife), Kirk Dorn, Lori Caputi, Joe Ives, Gina, Bonnie Smith and Robyn Gray.

End-of-life Care a Priority on Personal Care Units

The Personal Care units at Riverview Health Centre are where most of the Centre's residents live out their days. Staff are working hard to make the end-of-life care received there the most comfortable and caring it can be.

"We see our units as the last stop before they take that next journey. When residents are

We want their last days to be in a home-like environment surrounded by family and staff who care about them.

admitted here, our promise to them is that, as they grow weaker and have health problems, we can provide end-of-life care. We want their last days with us to be in a

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home-like environment, surrounded by family and staff who know them and care about them," says Pat Yamada, Patient Care Manager on CD4.

On Riverview's Palliative Care unit, death can be a visitor that has come too early in life and is accompanied by tremendous grief and a different set of issues. On the Personal Care units, death, though still accompanied by loss and grief, is an expected guest. Indeed, many residents die slowly of natural causes with uncertain medical diagnoses and illness trajectories.

"We are navigating a different spectrum than palliative care," says Yamada, who adds that Riverview is committed to equipping its personal care staff to provide quality end-of-life care.

One area where staff will be receiving some additional education is health care directives. It is important that staff be familiar with the ins and outs of health care directives and that they can talk openly and knowledgeably about them to residents.

"It's something we need to do with our residents early on, so they are still able to make their wishes clear about how they want their last days to be spent," says Yamada. Where residents are cognitively impaired, it's critical that staff know how to involve the next of kin in the decision-making, as well.

"We intend to improve our skills in this area so we can prepare families for what it will be like, and there should be no surprises. Everyone will feel comfortable with what's going on."

Nurses and health care aides will also receive additional education to better understand the dying process. Some of the training will come courtesy of the Winnipeg Regional Health Authority, which is putting a greater emphasis on equipping personal care homes so that, when possible, residents do

Continued on page 9...

Revvng Up for Riverview: Bikes Bring Back Memories for Patient

Robyn Gray likes riding his Harley-Davidson motorcycle around the city. That's no surprise, considering he owns The Bike Works of Winnipeg on Goulet Street. What is surprising, however, is that it was his love of motorcycles that initiated a caring connection to Riverview Health Centre.

The story goes like this: One day, Gray – who has been riding motorcycles all his life – took a spin along Lyndale Drive and noticed the buildings of Riverview Health Centre on the other side of the Red River. He wondered if there was anything he could do to help patients and residents living there.

As serendipity would have it, he found his answer two weeks later when he received a call from Sandra Stewart, the Centre's Manager of Public Relations and the Foundation's Executive Director. She requested that he and some friends bring their bikes around to show a patient. Without hesitation, Gray said, "Yes!"

The patient, Bill White, had been an avid motorcyclist in his day, riding many miles with his wife, Ingrid. For White, it was a

trip down memory lane to hear the roar of four motorcycle engines as they approached the Centre on a sunny day in early May.

"I rode a 2003 Heritage Springer Softtail that day. It's a nostalgic looking bike and it brings back memories of the 1950s," says Gray. His three friends rode modern looking Harley-Davidsons.

Gray was introduced to White, who has since passed away. But his family says that reminiscing about his riding days during the visit from Gray and his friends brought him much happiness.

As for Gray, he'd do it again any day. And that's no surprise, either: he's a man who has been heavily involved in community good works for many years. For example, he helps support the Breast Cancer Pledge Ride, a special event organized by lady Harley-Davidson riders, which is open to all motorcyclists. The funds from this Ride have been used for such things as the purchase of a mobile breast screening vehicle.

Many thanks to Robyn Gray and his friends for revving up for Riverview!



Robyn Gray (far left) and friends.



Nursing in the 21st Century at Riverview: Making the Most of Education and Technology

Nursing staff at Riverview Health Centre are taking extra steps to make sure they can serve their patients well. These stories describe two areas in which nurses have broadened their knowledge. First, they have embraced new technology, such as using computers to enhance the efficiency of their everyday practice. Second, many are obtaining specialty training, ensuring that they are competent and current in their areas of expertise. Now, let's let the nurses tell their stories!

Nurses Add Computers to Tools of the Trade

Increasingly, computers are joining stethoscopes and thermometers as tools of the trade for nurses at Riverview Health Centre.

Computers were relatively rare on nursing units throughout the Centre until 1997, the year the new complex opened and new technology was installed in the process.

Kathleen Pollick has been a nurse at Riverview for 24 years and remembers a time when she prepared medications for her patients manually, handwriting volumes of documentation about their state of health and treatment.

"I'm from the old school. I still like writing," she laughs, as she admits she's still getting used to the latest computer program, the Minimum Data Set. "At first I felt silly having to ask the younger staff to help me learn how to use the computer." She's got the hang of it now, though.

Pollick works on the Personal Care side at Riverview. Personal Care and the Special Needs units are piloting the Minimum Data Set, which assists the staff in creating a six or 12-week care plan for each patient.

"It asks us to input a variety of information – things like symptoms, eating habits, diagnosis and transfers. It tracks everything about a patient and helps us to determine a care plan," she explains.

Nurse Adrienne Desrosiers, who joined the staff on the Personal Care unit five years ago, says she's a "child of the 80s" and grew up with computers. "They have the potential to make things a lot easier and faster," she says.



Adrienne Desrosiers develops care plans for patients on the computer using the Minimum Data Set.

She appreciates the way the Minimum Data Set helps nurses develop care plans for their patients. "It manages information very well and, based on the data we give it, it triggers responses about what we have to do."

The Pyxis Machine is another computer that makes a nurse's job easier, says Pollick. The computerized system dispenses the right medications in the right quantity at the right time for each patient. Pollick goes to the machine at least three times a shift to get meds for her patients. Before, she says, she physically counted out pills from bottles sitting on cabinet shelves in the nursing station.

Jason Hillier, who works on the Managed Behaviour unit on 4West, is in his first year on the job. He relies on the Centre's in-house computer website for easy access to Riverview's policies and procedures.

"It's a very quick reference. You don't have to search for the binder. It's a lot easier to pull up whatever you need and print off the page." That way, he says, he can check a policy he's not certain about, or quickly familiarize himself with the steps for doing a procedure that he's never done before, or not done in a while. He can also check the website for news, events and lectures coming up at the Centre.

Access to electronic mail has made communication between staff much easier, too, says Hillier. As someone who sits on three different committees, correspondence with fellow committee members is made faster and more efficient through the use of e-mail, he says. "And it cuts down on trees, too," he points out.



Helen Zielinski (left) and Dorene Rosmus are two of a growing number of nurses who have become certified in their areas of expertise.

Nurses' Certification Increases Knowledge and Confidence

A growing number of nurses from Riverview Health Centre are realizing the benefits of becoming certified in their specialized areas of nursing.

Currently, Riverview nurses have the option of challenging gerontological and palliative care nursing exams offered by their national association. To prepare for the exams, 26 nurses in the last two years have finished their regular shifts at the Centre, then spent countless more hours of personal time attending Centre-sponsored lectures, participating in study groups, and hitting the books at home.

They all passed their respective exams, which are written annually in April, and have become certified.

Helen Zielinski, who became certified in gerontological nursing last year and who is the Clinical Instructor at Riverview, is very proud of the extra effort put forth by the nurses.

"The experience has been very positive for them all. There is a lot of personal satisfaction knowing they are recognized nationally as being competent and current in their specialized areas," she says, adding she'd like to see more nurses challenge the exams.

Phyllis Gridley, a 30-year nursing veteran who has worked in geriatric medicine at Riverview since 1981, challenged the exam last year. She admits that facing the multiple-choice exam was intimidating. "I'm much better at bedside than I am with a pen and paper, writing an exam."

She passed the exam, but even if she hadn't, Gridley says the experience would have been worth it. "I learned an awful lot. When you've been nursing for a number of years, experience counts for a lot, but there are enough changes that you need to be as up-to-date as you can be. This gives you a shot in the arm," she said.

For Elizabeth Negash, who graduated as a nurse in 1995 and came directly to Riverview, challenging the gerontological nursing exam gave her much-needed confidence.

Before she took the exam, her input in weekly team conferences

was minimal. Now, she says, she feels more knowledgeable and therefore more comfortable speaking up with colleagues and when dealing with families. "I feel a lot more involved now," she says.

Betty Pidlubny has been a nurse for 28 years and has worked in palliative care at Riverview for 13 years. She says her studies and the networking she did with other nurses while preparing for the palliative care exam opened her eyes to new ways of doing things. "It really broadens your mind."

She also gained a lot of confidence, which helps her when she is mentoring student nurses on the unit. "You really know what you are doing, and they can see it."

Colleague Marlene Lynch agrees. "Your overall knowledge of palliative care, which really is a very complex field, is improved (by becoming certified.) It reinforces what you already know and you learn new ideas."

Lynch urges all nurses to get certified. "It doesn't matter how old you are or how long you've worked, it's really a great way to further your knowledge."

CAREGIVERS TOGETHER: A Family Support Group

WHEN
2nd Tuesday
of each month
1:30 to 3:30 p.m.

WHERE
Room 1W09 in Main
Building

WHAT
Provides support to
caregivers of patients
and residents at
Riverview Health
Centre.

For more information,
call Anne Cathcart,
Social Worker,
at 478-6216

Riverview Health Centre Foundation News



Unique Event Once Again Attracts a Flock of Followers



An Event for the Birds 2005 was an evening to remember for those who joined the Riverview Health Centre Foundation at the Fort Garry Hotel on April 21, 2005. From a silent auction to a fabulous dinner provided by the Fort Garry to an entertaining live auction of designer birdhouses and feeders led by auctioneer Bill Knight, the event brought laughter and enjoyment to guests while raising money for Riverview's patients and residents.

This original fundraising event challenges architectural, design and contracting firms, artists and hobbyists to create one-of-a-kind birdhouses and bird feeders, which are auctioned off to the highest bidders. Eleven appealing and totally unique creations were the highlight of the event, and there was much jockeying during the auction from the 300-strong crowd to become a proud owner of one of the masterpieces!

The event was hosted by Larry Updike, CJOB Morning Show Host, and Sandra Stewart, Executive Director of the Foundation. The delicious dinner was completed with designer ladybug cookies. Music and "Lady Gray'l," with her special guests, Dr. Bob Nero and Dr. James Duncan, delighted the crowd during the Manitoba Hydro and Manitoba Blue Cross "Lady Gray'l" reception.

As well as the live auction, guests had a chance to buy a ticket for the "Diamonds Are A Girl's Best Friend" Draw (with the assistance of Gerry's Jewellery Appraisals) and to bid on one of the many silent auction prizes. These opportunities, as well as a pre-event raffle, resulted in a net profit of \$50,000. All the money goes towards enhancing the quality of life of patients and residents at the Centre as well as supporting research and education.



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Silent Auction Contributors

Event organizers are grateful to the generous donations of merchandise and memberships provided for the silent auction. Thanks to these donors for their generosity: their names are listed on page 8.



Raffle Donors & Winners

First Prize

A one-of-a-kind birdhouse constructed by Joe De Simone, won by Elsie L'Heureux.

Second Prize

\$200 in gift certificates for St. Vital Centre, won by Paul Zarow.

Third Prize

Brunch for two at the Fort Garry Hotel, won by Bob Hunt.

Diamonds Are A Girl's Best Friend

won by Mark Coron.



Committee Members and Volunteers

Thanks to the An Event for the Birds Committee and a host of volunteers for making this event a success. Committee Members are Doug Clark & John Petersmeyer (Co-chairs), David Baker, Elba Haid, Norman Kasian, Carol Pucknell, Greg Thompson, Sandra Stewart and Guy Yerama. Thanks also to silent auction organizers Susan Southern, Pat Bovey and Elba Haid, and to photographer, Hugh Walker.

Event Day Volunteers

111th Girl Guides
Janice Hanton
Carol McGirr
Alison Podwyssocki
Carol Pucknell
Betty Sanguin
Nancy Steski
Kim Wark
Nancy Wootton

Thanks to the Creative Minds Behind the Birdhouses and Birdfeeders!

Room with a View by Day Hospital Woodworkers. Sponsored by Riverview Health Centre.

From the North by Students of Great Expectations. Sponsored by Great Expectations Alternate Middle School in the Pas.

Don't Have a Bird, You've Got Mail by Martin Peach and Menno Zacharias. Sponsored by Susan Southern.

This Is Another Fine Nest You've Gotten Us In Two by Nancy Bissonnette. Sponsored by Riverview Health Centre.

Raindrop built and sponsored by Doug Clark.

Lord of the Wings by Patrick and Noella Hanan. Sponsored by Mars Hill Group.

Rustic Retreat Condos by John Petersmeyer. Sponsored by Stantec Architecture.

Riverview Village, built and sponsored by Ken Nolan.

Downtown Roost by Tim Borys (adaptation of original by KPMB Architects). Sponsored by Manitoba Hydro.

Cedar Chateau, built and sponsored by Bob Osiowy.

The Love Nest by Joe De Simone. Sponsored by Vital Transit.



Prize Winners

The birdhouse creator who attracted the highest bid received a fabulous grand prize of a seven-night stay at the Lake Louise Inn, Courtesy of Shelter Canadian Properties Limited, Holiday Inn South and the Lake Louise Inn. Congratulations to Joe De Simone, whose birdhouse, *The Love Nest*, fetched \$2,500 in the auction!

Best creations in each of three categories were judged by Pat Bovey, Warren Carther, Dorothy Dobbie and Marshall Haid. The winners are:

Contemporary

Nancy Bissonnette for Riverview Health Centre

Rustic (two winners)

Doug Clark and Manitoba Hydro

Open

Students of Great Expectations Alternate Middle School



Cycle on Life Participants Ride for Riverview

On Sunday, June 5th, a large group of cyclists, many outfitted in colourful raingear, congregated at Riverview Health Centre. Despite the light drizzle and cloudy skies, these cyclists were determined to reach the goal of the day: to ride in the Cycle on Life 2005 to raise money for the Riverview Health Centre Foundation.

This was the seventh annual Cycle on Life event, and it was the first time that participants were faced with less than ideal weather conditions. But damp weather did not mean damp spirits. The enthusiastic teams of riders cycled the 15 kilometre scenic route along the Red River, making stops at the refreshment station at Crescent Drive Park and at the Bridge Drive-In. Each team raised a minimum of \$1,000 in pledges. In total, \$70,984 in profit was raised for the Centre.

"It's heartwarming that, year after year, loyal supporters and their friends and family keep coming out to this event," says Guy Yerama, Fund Development

Officer with the Foundation. "It goes to show how much people care about the quality of life of the patients and residents here at the Centre."

The money raised supports many special projects at the Centre that are used by patients and residents and their friends and family members.

The Cycle on Life event celebrated the dedicated fundraising efforts of Riverview's supporters. After the ride, participants met in the Centre's Atrium for a delicious brunch provided by Denise et Jean Louis Catering. During a lively program led by MC Jon Ljungberg (A Channel's Big Breakfast host), event Chair Gord Miles presented the \$70,984 cheque to the Foundation. As well, greetings were given by Honourary Rider and former Blue Bomber Bob Cameron, and Centre President Norman Kasian saluted the originators of the event, Neil Bardal and Bill Brownstone.

Festivities also included the awarding of the grand door prize – a bicycle – to lucky rider Jon Dick. In addition, the top fundraising team received their prize; once again, Joanne and Greg Ward, who raised over \$5,000 in pledges, earned a night's stay at the Fairmont Hotel, including dinner at the Velvet Glove Restaurant and a morning brunch, courtesy of Neil Bardal Inc. Congratulations, Joanne and Greg!

Another highlight of the event was the live music of The Mojo Working Band.

Thanks goes to all riders, volunteers, donors and sponsors of this event. Everyone brings a comradery and caring attitude to Riverview each and every year. Their generosity and willingness to give time, energy and financial resources to such a worthy cause is invaluable.



Bob Cameron: Honourary Rider



Jon Ljungberg: Master of Ceremonies



Joanne and Greg Ward receive the Grand Prize from Neil Bardal for their fundraising efforts.



A Very Thanks Generous

The Riverview Riders Cycle on Life Committee 2005

- Gordon Miles - Chair
- Bill Brownstone
- Rudy Boivin
- Gary Ross
- Greg Arason
- Neil Bardal
- Andrea Martens
- Guy Yerama - Development Officer

- Manitoba Hydro
- Thompson Dorfman Sweatman, LLP
- Winnipeg Free Press
- A Channel
- Neil Bardal Inc.
- Teshmont Consultants, LP





Gord Miles (left), Cycle on Life Committee Chair, presents the cheque to Sandra Stewart (right), Executive Director of the Foundation. Bob Cameron and Jon Ljungberg look on.



Representatives of the Cycle on Life sponsors receive a thank you gift from the Foundation.

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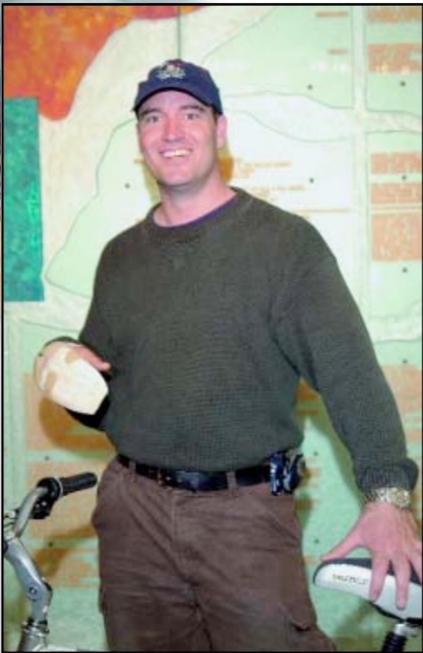
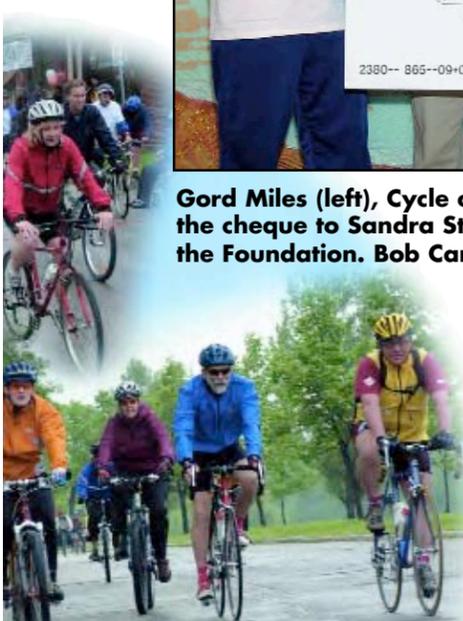
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Jon Dick with his new bike.



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Eastern Star Donation Assists Pastoral Care Library

Riverview Health Centre provided welcome respite care for Ray Anderson's mother for more than seven years. And it was staff at Riverview who were with her mother when she passed away.

Her mother died nine years ago, but for Anderson, her appreciation has not faded. That's why in 2004, as Worthy Matron of the Patricia Chapter #8 Order of the Eastern Star, Anderson and her Worthy Patron Orval Voakes chose Riverview as the charity of choice for their chapter's special fundraising project.

"Riverview gave me two weeks of sanity during those years I was caring for my mother, and it's where her life ended. We have many members in the Order who have also been palliative care patients there, or who are residents there now. They're among the shut-ins we visit," says Anderson, as she explains why she holds Riverview so dear.

Patricia Chapter #8 has 83 OES members. They are among the one million men and women worldwide who form the fraternal organization, which focuses its efforts on charitable work. Anderson's chapter raised \$2,000 for Riverview, in part through the sale of farm-raised poultry and home-baked pies.

Some of the Eastern Star members were at Riverview recently to present their financial

gift, which is earmarked for purchasing books for the pastoral care library. It was a gift that put a smile on the face of Rev. Glen Horst, Coordinator of Pastoral Care



Ray Anderson (left) and Orval Voakes (right) give a donation to Sandra Stewart, Foundation Executive Director.

Services and full-time chaplain at Riverview.

"It came as a complete surprise and is something that gives us encouragement to continue to build our library," he says. The library has been growing

its collection since 1986 and currently has about 350 volumes. However, with its limited budget, purchases have been sporadic. "This is going to allow us to buy books we couldn't otherwise afford."

The library, located on the second floor of the administration building, provides valuable resources for the pastoral care staff, which includes Horst and Ina Baas-Penner, and for the students in the Clinical Pastoral Education Program. About 140 students from all faith groups have completed the course since 1986.

Both the staff members and the students often refer to the library's books on medical ethics, palliative care, bereavement and death and dying, says Horst.

Horst and Baas-Penner also use the library's resources when educating volunteers, staff from other disciplines at Riverview, individuals from other faith groups, and students from other schools and institutions.

The Frank Wade & Vince Boschman Charity Golf Classic Set To Go

At noon on Thursday, September 1, 2005, RBC Dominion Securities clients will tee off for Riverview Health Centre. The event, called the Frank Wade & Vince Boschman 3rd Annual Charity Golf Classic, will take place at the St. Boniface Golf Club.

Frank Wade and Vince Boschman are two community-minded investment advisors at RBC Dominion Securities who wanted to show appreciation to their clients while raising money for a great cause. The Riverview Health Centre Foundation is pleased to be the beneficiary of this generous gesture, and it uses the funds to support special projects that will benefit Riverview's patients and residents.

The first two years of this event attracted over 100 golfers, raising \$10,000 in 2003 and over \$20,000 in 2004. This year, interest is escalating, and the organizers hope to hit the \$30,000 mark with their fundraising. It's a lofty goal, but Wade and Boschman believe that, with the help of their supporters, they can do it.

Money raised last year and this year will be used by the Riverview



Vince Boschman and Frank Wade

Health Centre Foundation to renovate the Centre's wanderway paths and garden area, which are utilized primarily by patients with Alzheimers disease and other dementias.

"We chose to support Riverview Health Centre because many of our clients have family members at the facility and are familiar with the quality of care provided," explains Wade.

The day includes a rambunctious game of Texas Scramble, lunch, dinner and prizes. As with any great event, success depends on the participation of players and sponsors. For information, check out the event's website at www.thecharityclassic.com, or call Mary Lynne Baryliski at 982-4069.

Riverview Health Centre Foundation Contributors

Contributions to the Riverview Health Centre Foundation help the Centre to meet community needs by providing funding for new equipment, special services, updated facilities, innovative programs, research and education that are above and beyond the Centre's day-to-day operations. Donations can be made to the Foundation as memorial gifts, honorariums, or to commemorate special occasions and important milestones. These donations are listed in this newsletter on an annual basis.

DONOR RECOGNITION LEVELS

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In Memory or in Honour Of

Gifts were received for the following people from Feb. 1 to May 31, 2005:

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William Bogden	Leona Kaban	Jean Rebizant
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Lynn Hamelin	Naomi Nevile	James Wilkie
Donald Jackson	Edwin Norton	
Henry Janzen	Kaye Patterson	

Glass Artist Creates Two Panels for Riverview's New Donor Wall



Glass artist Warren Carther in his Winnipeg studio with one of his creations.

new facility opened in 1997. Also a work of Warren Carther, it has received world-wide recognition.

Riverview Health Centre salutes its generous donors, whose names have filled the existing wall, making it necessary to create an additional piece.

Riverview Health Centre's new donor wall will be unveiled in September 2005 at a special event to honour donors and many of their loved ones.

This exciting new donor recognition module will meld two different mediums. One component of the wall will be two carved glass panels designed and created by celebrated international glass artist, Warren Carther. The second component will be composed from an acrylic material. Stantec Architecture is part of the team that is creating this new work of art.

The new donor wall will transition from the existing wall that was installed when Riverview's

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Riverview Provides Resources for Research Project

Riverview Health Centre has lent its support to a research proposal submitted by Dr. Ruby Grymonpre that looks at the concept of training health professionals to work as a team to meet the health care goals of patients. The research also supports the philosophy of patient participation in this process.

The research takes place over a two year, nine month period and involves interprofessional education opportunities for students from five healthcare disciplines: medicine,

Students will put into practice collaborative patient centered care.

pharmacy, nursing, physiotherapy and occupational therapy. The project is scheduled to start in late summer or early fall.

The students will work with selected health care professionals at three geriatric day hospitals – including Riverview’s Day Hospital – to learn and put into practice collaborative patient centered care.

“As a health care centre that operates on a model of patient-focussed care, we fully support the concept behind Dr. Grymonpre’s research,” says Norman Kasian, Riverview’s President and CEO. “As a practice site, we have agreed to provide fully equipped office space on the fourth floor of the research Centre, as well as access to patients and staff.”

Staff members will act as “preceptors” for the learning experiences of the students. As well, Kasian will participate on a

Steering Committee, which will offer feedback and advice on project progress.

After participating in the projects, the students from the five disciplines gain enhanced knowledge and skills and positive attitudes in the care of older persons. They will appreciate the roles of other disciplines and how they contribute to patient care and the achievement of treatment goals.

As well, students will understand the structure, process and outcomes of successful teams, and will have the skills needed to process information gathered by the team involving complex clinical cases. Lastly, the students will be able to effectively communicate and resolve conflicts when working as a member of an interdisciplinary team.

The overall goal of the project is to develop a sustainable interprofessional education for collaborative patient centered practice opportunity in the area of community-based geriatric care. If program implementation and evaluation prove successful, a greater number of community-based geriatric sites and a wider scope of health care disciplines could be involved in the future.

Dr. Ruby Grymonpre is a professor at the Faculty of Pharmacy at the University of Manitoba with 20 years of experience in Geriatric Pharmacy. She teaches not only pharmacy students but also medical, nursing and dental students. She has worked with the Faculty of Nursing to provide a pharmacy-nursing student partnership program in geriatrics.

Wellness Week Joins forces with Quality Awareness

Wellness Day at Riverview has now become Wellness Week. During the week of April 25 to 29, employees were given the chance to take part in a variety of activities geared to the enhancement of physical, mental and spiritual well being.

The event is planned by the Employee Wellness Team, and staff are encouraged to take part in as many activities as possible.

“Participation was up from last year,” says Denis Vincent, Chair of the Team. “Activities occurred over lunch hours during the entire week instead of one day, eliminating conflicts about which session to attend. We wanted to provide opportunities for employees to leave their workplace and enjoy other activities that give them a break from their responsibilities.”

Wellness Day Activities

The week provided opportunities to explore a wide range of different subject matters. Each day of Wellness Week represented a different theme – physical fitness, hobbies or spirituality.

For those looking to hone their dancing skills, Monday’s session offered employees rock and roll dancing lessons given by an instructor from the Institute of Dance. Participants’ names were put in a draw for a \$50 Gift Certificate from Sports Chek.

Container gardening was covered on Tuesday. The instructor, a representative of St. Mary’s Nursery and Garden Centre, demonstrated how to assemble different varieties of potted plants, with the finished product given away in a draw.

On Wednesday the Pastoral Care Team expanded participants’ knowledge of spirituality through a session exploring the readings, music and chanting of Thaise, a European meditation and relaxation form. A \$50 Gift Certificate from Chapters was given away.

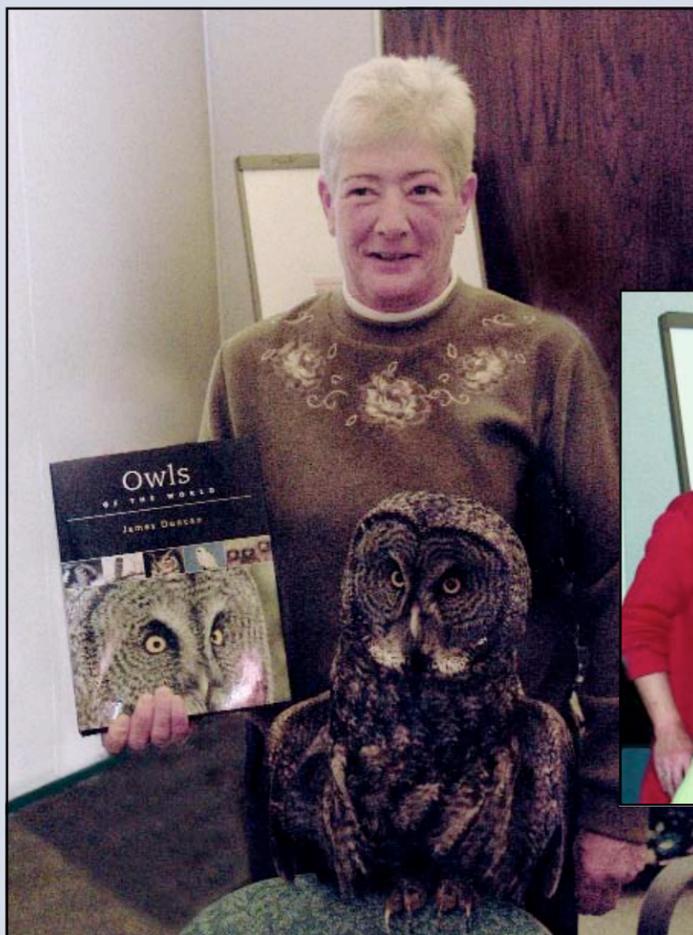
With many staff members interested in running, a session on improving running skills was popular. An employee from the Running Room gave running tips ranging from clothing types for different weather to the correct types of shoes to wear. There was a draw at the end for a \$50 Running Room gift certificate.

The final week’s activity was a Treasure Hunt held in the Centre’s museum, with questions relating to the trivia and the history of Riverview. A \$100 Home Sense Gift Certificate was awarded to the winner of the event.

Quality Awareness Week

As well as a week full of activities, staff members were also able to watch a presentation highlighting the People, Environment and Technology of Riverview, which ran throughout the week in the cafeteria. Staff could also take part in a word challenge puzzle, using words synonymous with quality, with a draw being held at the end of the week. The Quality Awareness Team wanted “to focus on continuing to enhance the quality workplace provided at Riverview,” said Colleen Berean, a member of the Corporate Quality Management Team.

Special Guest “Lady Gray’l” Draws Ecology-Minded Crowd



Darryl Moore, a supporter of the Riverview Health Centre Foundation, enjoys visiting with “Lady Gray’l.”

Riverview Health Centre hosted a special event with a unique feathered guest on May 25. Called *The Ecology of Manitoba’s Great Gray Owls – The Phantom of the Northern Forest*, the event raised awareness of this beautiful species of owl through a presentation that included unforgettable images of the great gray owl in its natural habitat.

The presentation was given by Dr. James Duncan, with special guests “Lady Gray’l” and her handler, Dr. Bob Nero. A crowd of 40 patients, staff and visitors enjoyed listening to the pertinent information, as well as viewing “Lady Gray’l” herself.

Dr. Nero and his charge visited many of the units after the presentation, to the delight of patients and residents.

The Centre presented these special guests with Inukshuk gifts of friendship to show appreciation for the time and effort made on behalf of Manitoba’s great gray owls.



Patient Care Manager Pat Yamada (back left), along with patients Jean Zegalski and Bertha Kawz (front) get a close up look at “Lady Gray’l.” Dr. Bob Nero holds the star of the show.

Prayer Shawls Wrap Riverview Patients in Comfort



Nursing Unit Manager Colleen Berean (left) looks on as palliative care nurse Linda Dutton adds a few rows to the prayer shawl.

Patients on the Palliative Care unit at Riverview Health Centre will soon be wrapped in a unique kind of comfort – cozy prayer shawls which are being knitted by staff, patients and visitors to the unit.

Making the shawls is a community effort, explains Linda Dutton, the palliative care nurse who introduced prayer shawls to the Centre. Participants take turns knitting rows of the shawl and as they knit, they recite a prayer of blessing for the recipient. “The more people who knit the shawl, the more prayers are in it,” says Dutton, who first heard about prayer shawls from a patient who was on the unit three years ago.

The shawls, also known as mantles, or comfort or peace shawls, are knitted using the three-stitch seed pattern. That pattern was selected because it is symbolic of planting peace, healing, love, comfort and hope. As well, the number three itself is very symbolic in many faiths and cultures, and it also reflects the stages of life: birth, life and death. Its symbolism is meant to enhance the creating and receiving process of the prayer shawl ministry.

The first two prayer shawls are nearing completion. The partially-finished shawls are always left in a basket near the activity centre in the dining room of the Palliative Care unit. Any knitter who wishes to is welcome to pick up the large knitting needles and fluffy yarn and add a few rows to the shawl, reciting the prayer as they work.

The shawls are blue and violet. The colours were chosen for their meaning: blue represents tranquility, honesty and loyalty. Violet represents spirituality, truth, humility and comfort during grief or mourning.

Dutton says many staff, patients and visitors have had a hand – and a prayer – in making the two shawls. Once the shawls are completed, they will be given to two patients on the Palliative Care unit to use during their time at Riverview. When they are no longer needed by those patients, they will be cleaned and passed on to two other patients.

In the meantime, says Dutton, the unit hopes to receive donations of more yarn so knitters can begin two more prayer shawls. The unit also welcomes gifts of prayer shawls made by outside groups.

For example, members of the Order of the Eastern Star recently visited the unit and saw the prayer shawls in the knitting basket. Eastern Star member Ray Anderson says her group was moved by the meaning behind the prayer shawls, and the knitters amongst them have decided to get together to make some prayer shawls for the unit.

Dutton is pleased that there is that kind of interest in the creation of prayer shawls. “Our patients and their families can feel that they are being wrapped in our love and warmth and in the comfort of our prayers and it will give them strength.”

Sensory Stimulation Quilts a “Touching” Gift

Lynnda Wolf, Occupational Therapist at Riverview Health Centre, had heard of sensory stimulation quilts, but didn't have any in the collection of therapeutic tools she and her colleagues use to provide pleasing sensory stimulation to patients with Alzheimer disease and other forms of dementia.

Then, along came the Riverview Crazy Quilters, armed with 18 sensory stimulation quilts to donate to the Centre. Eight of the quilts came to Wolf and her colleagues.

“It was a total surprise to me. They just came and gave us this wonderful gift. I thought it was a completely wonderful idea,” says an elated Wolf, who along with others at Riverview Health Centre, provides Sensory Stimulation Programs for persons with dementia.

Each sensory stimulation quilt donated by the Crazy Quilters is a patchwork of 36 squares of brightly-coloured and varied fabrics, including velvet, satin, corduroy, flannel and even fake fur. Sized to lay over a person sitting in a wheelchair, the quilt doesn't just provide warmth. Because each square in the quilt has a different feel, it stimulates the sense of touch in a person who is cognitively impaired.

And in Wolf's opinion, that's the whole idea. Program staff who care for dementia patients at Riverview use a variety of tools, such as music, food, photos, a soothing touch and different objects, to provide sensory stimulation.

The quilt's feel triggers tactile stimulation. Touch is one of the senses that does not require higher cognitive function to produce pleasure, says Wolf. “The variety of surfaces the quilters have found, including smooth, silky and velvety, is essentially interesting to a person with dementia, and it encourages them to explore the quilt some more. It's something they can respond to that is within their physical and mental capacity.”

Because most of the patients are unable to communicate, staff



Sensory stimulation quilts use a variety of fabrics, such as velvet and satin, to stimulate the sense of touch in cognitively impaired patients.

can only guess at whether the quilt is stimulating past memories, says Wolf. “But if their natural response is to cling to it when we try to remove it, or to reach out to it instinctively, that is a measure of its effect.”

Trudy Matthey is a quilter with the Riverview Crazy Quilters, a group of about 20 women from the Riverview neighbourhood who have been quilting together in some form or another since 1993. She says a member of the group had read about quilts for Alzheimer patients and proposed the Crazy Quilters make some.

“When we conducted a vote, every hand went up. Just about everyone in our group has, or did have, someone in their life with Alzheimer Disease,” says Matthey, who adds that each year the group tries to make quilts for a charity.

The group had a one-day quilt-making blitz in January, and a few weeks later were ready to make their special delivery to Riverview. It has been such a rewarding experience that the Crazy Quilters have decided to do it again next year, perhaps making it an annual event, says Matthey.

Wolf is delighted. “It is so nice to receive that expression of love from the quilters. It helps all of us, both caregivers and recipients. For us caregivers, it really helps us when we see that others care about our patients, too.”

An Event for the Birds Silent Auction Contributors (See Story on Page 3)

Marc Arbez
Advance Electronics
Al's Jewellers
Aubin Nursery
Back in Motion
Bill Knight Flooring & Carpets
Birchwood Automotive Group
CJOB
CKY Television
Canad Inns - Fort Garry
Canada Safeway - Osborne Street
Doug Clark
Corpell's Water
denise et jean-louis
Design Manitoba
Diageo Canada Ltd.
Earl's Restaurant
EatZ Enterprises
Fashion Sisters
Great Canadian Oil Change

Yude Henteleff, Q.C., Pitblado
High Tea Bakery
Hy's Steakhouse
Jigsaw Accessories & More
Joey's Only Seafood Restaurant
David Kapulka
Wanda Koop
Lux Sole
Rodney Machovec
Manitoba Conservation-Biodiversity
Conservation Section Wildlife & Ecosystem
Manitoba Gardener
Manitoba Hydro
Manitoba Theatre Centre
Mountain Equipment Co-Op
Patrick Lamonica Sales Inc.
Prairie Theatre Exchange
Pricewaterhouse Coopers
Carol Pucknell

William Pura
RBC Dominion Securities -
Greg Thompson
Riverview Health Centre
Roger's Wireless
Ronald's Fine Shoes
Chris Rutkowski
Sears St. Vital Clinique
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Center Ltd.
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Sources Unlimited - Gina O'Connor
St. Mary's Nursery & Garden
Centre Ltd.
Dana Stewart
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Subway St. Vital
T.N.M. Promotions Ltd.
Tony Tascona
The Elmwood Gallery

The Fairmont Banff Springs
The Fairmont Winnipeg
The Fort Garry
The Great Canadian Travel
Company Ltd.
The Manitoba Museum
The Preferred Perch
The Sounding Stone
To-Le-Do Foodservice
U.Floria
Visions Electronics - Pembina Hwy.
Warren Carther Studio Inc. -
Warren Carther
John Weier
Heather Wilson
Winnipeg Free Press
Winnipeg Winter Club
YMCA-YWCA of Winnipeg
The Great Promotional Products
Company

Bladder Scanner Donation Welcomed on Neurology Unit

Staff and patients at Riverview Health Centre have the Free Masons to thank for making what could be a painful and embarrassing medical procedure much easier to undergo.

The Grand Lodge of Manitoba has donated a \$16,000 (US) bladder scanner, its second such donation, to the Centre. The scanner is the seventh to be acquired by Riverview.

The scanners are in demand at the Centre, and very much a blessing for the patients and residents who suffer from incontinence problems. Without a bladder scanner as a diagnostic tool, patients must undergo a painful and embarrassing catheterization. The bladder scanner is a quick, non-invasive alternative to catheterization that enables staff to painlessly evaluate whether the bladder is completely empty after voiding.

Fran Rosenberg, Riverview's Nurse Continence Advisor, says that for patients on the neurology unit, where the latest scanner has been put to work, a stroke or some other neurological condition can

cause incontinence. "That's why staff there were quite anxious to get the scanner so it can be used to do assessments to make sure the incontinence isn't being caused by something else."

Malcolm McKenzie, Patient Care Manager on the neurology unit, says they were very pleased to finally have a scanner of their own. Demand for the Centre's six scanners is so great that staff on his unit often used up valuable time searching for an available scanner. And if one wasn't available and the situation was urgent, they were forced to do things the old-fashioned way. "And that isn't a comfortable procedure," he says.

"The scanner is a tremendous benefit to the patients. It's painless, and it gives us a much better reflection of the person's urinary output compared to fluid intake."

The Free Masons are happy to do what they can to help Riverview, says Rae Haldane-Wilson, the Grand Secretary of the Grand Lodge of Manitoba, A.F. & A.M.

Recent Grand Rounds Presentation Focuses on Family Caregiving

The Grand Rounds Presentations are now finishing their second year at Riverview Health Centre.

These presentations were developed based on the results of a needs assessment completed by nursing staff. The needs assessment was used to determine high priority topic areas, which are then covered through educational presentations.

"The rationale of the Grand Rounds sessions is to keep nurses abreast of best practice issues and best care of patients and residents," says Dorene Rosmus, Patient Care Manager for CD3. "It's also a chance to network with other units and with others outside of Riverview."

Another advantage of the sessions, which are open to all staff – not just those in nursing – is that participants gain knowledge from experts in the field.

Grand Rounds Presentations are held at least four times a year, two from January to May and two from September to November. Topics in the past have included *Sleep Disorders*, *Protection of Persons in Care*, *Being A Caregiver*, *Oral Health* (held twice due to popular demand), *Standards of Practice*, and most recently, *Family Caregiving*.

Family Caregiving

Family caregiving has become an important issue due in part to the changing demographics of our society. According to Statistics Canada, the proportion of traditional families – Mom, Dad and the kids – is declining, while the number of families with no children at home is on the rise. Other changes are also apparent, such as lower fertility rates, delayed childbearing and an increase in the

number of childless couples. As well, an increased life expectancy means that more couples are spending more of their time as "empty nesters" after their children have grown and left home. If the family type is changing and families are aging, caregiving then becomes an issue.

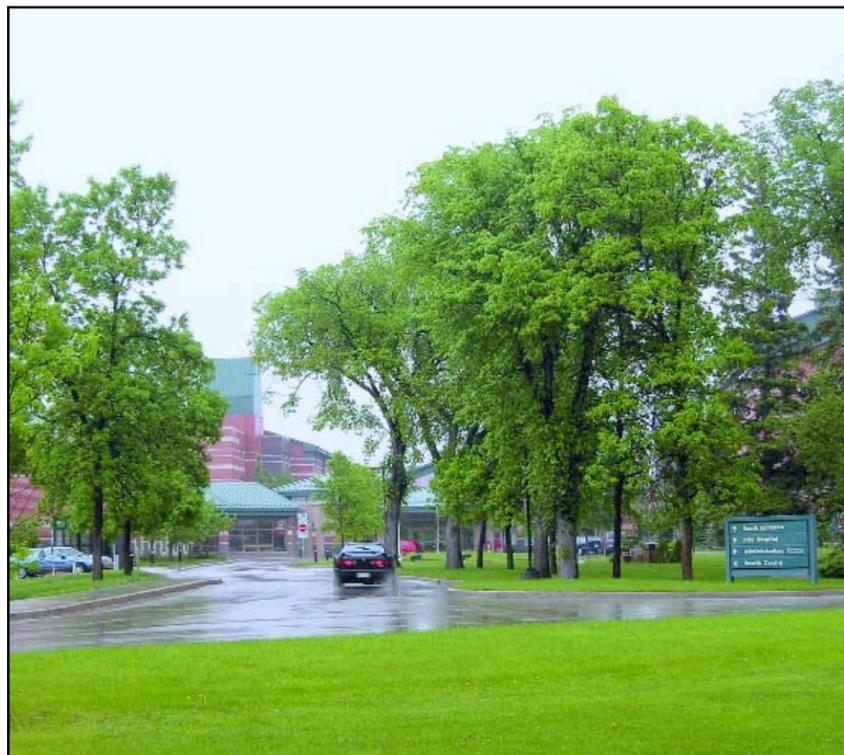
Family caregiving has become an important issue due in part to the changing demographics of our society.

The session was facilitated by Verna Pangman, RN., MEd., MN., and focused on the challenging role family members assume as caregivers and how nurses and other staff can help to provide coping strategies.

"Promoting health to caregivers is necessary to lessen burden and facilitate rewards," says Pangman. She adds: "The greatest privilege a nurse has is to accompany a family in their caregiving role as they journey with their loved one during the course of life, promoting everyone's health and wellness."

Employees were made aware of the issues facing caregivers and given techniques for recognizing signs of strain. If strain is apparent, the staff was shown how to intervene and assist the family with methods for dealing with the situation, such as directing them to the proper educational resources and providing emotional support.

Maintaining Health of Parkland a Priority for Riverview



Riverview Health Centre is surrounded by park-like grounds, with century old trees standing side-by-side with younger vegetation. The Centre has made a commitment to ensure the health of these natural surroundings.

It's no secret that an enticing natural environment can refresh minds, soothe souls and restore a sense of well-being. A look into history reveals that medieval monasteries and nineteenth-century hospitals used gardens and courtyards as a source of renewal, energy and serenity for their patients.

Current research shows that the outdoor environment is vitally important to the healing and well-being of hospital patients, and that fewer pain medications and faster recovery times are evident in the patients who have access to nature.

"We take this knowledge to heart at Riverview," says President and CEO Norman Kasian. "We are lucky to be situated on park-like grounds, and we have maximized access to this natural forest and park by building walkways, courtyards and gardens."

To ensure that Riverview's parkland is here to stay, the Centre has started to work closely with the

City Forester to conduct a comprehensive health review of the trees and shrubs on the grounds. "We are anxious to maintain the beauty of our surroundings so that patients, visitors and staff can enjoy the grounds for generations to come," says Kasian.

This initiative was taken because some of the trees on the Centre's campus date back to the early 1900s. Trees that old need regular checkups, just like people do! The City Forester will be providing the Centre with suggestions for the upkeep of these, and other, trees on the property.

Riverview has, over the years, continually added to the vegetation on the grounds to provide a habitat for various types of wildlife, and ultimately for the enjoyment of patients and residents. Maintaining the health and beauty of this vegetation continues to be a priority.

...*"End of Life Care"* continued from front

not need to be moved to a hospital as their days come to an end.

Yamada says some of the education will also be provided by Riverview's own experts in the palliative care field.

As well, staff are striving to improve their communication with families around caring for someone who is dying. "There are many ethical issues regarding pain management and comfort medications. Our residents are not dying of traditional causes like cancer, so our care strategies need to be different. Everyone has to understand how to deal with symptoms accompanying natural death, like dehydration and neuropathic pain. There is a lot of education that still needs to be done."

Follow-up with families and staff after a resident dies is also going to receive more attention, says Yamada. The Personal Care

units are developing a stronger tie-in with the bereavement programs offered by Riverview's pastoral care team. "We are still figuring out how that piece will fit because our bereavement needs appear to be different. Our residents are older and their end-of-life journeys have been over a longer period of time."

Working on all of these issues is a personal challenge for the front-line workers on the Personal Care units, says Yamada. Staff develop deep, long-term relationships with residents and the journey can be difficult for them, as well. "This could be our parent dying this way. It strikes a chord. We want to make everything as comfortable as possible for the person who is dying. We are getting better at it, and every patient who dies under different circumstances creates new opportunities to improve."

Program Promotes Safe Lifting and Transferring of Patients

Lifting and transferring patients are tasks that are repeated hundreds of times a day by staff at Riverview Health Centre. And if it's not done correctly, it can result in injuries.

"We're committed to the promotion of safety for our residents, patients and staff," says physiotherapist Merrilynne Bjornson, the Professional Lead for the Lifts and Transfers Program that was launched last fall. The Program's aim is to revise lift and transfer procedures and to review those procedures with staff.

Safe lifting and transferring of patients and residents is a skill that can't be ignored. Riverview has found that injuries resulting from improper lifts and transfers are a significant reason for employees to be off work.

"Back and shoulder injuries, mainly muscle strains and joint sprains, can occur while moving patients, especially if improper techniques are used. Some injuries can affect a person for the rest of their life," says Bjornson.

The Program's six-member team has been meeting weekly to review the policies and procedures around lifts and transfers. They will soon introduce a new user-friendly handbook for staff that explains the proper procedure for moving patients. A new training video is in production, and a computer-based interactive learning module on the topic is in the works.

Bjornson says training sessions will be conducted and demonstrations will be given on how to move patients safely. "Then we'll ask each employee to do a demonstration to make sure they are competent. The emphasis will be on using proper body mechanics and safe patient handling techniques," she says.

As well, each unit at Riverview will have two "champions", or resident experts, on lifts and transfers. They'll assist if there are problems, provide refreshers, act as mentors

to new staff and will be involved in annual competency testing of their peers.

There are a variety of assistive devices that make lifts and transfers easier for patients, residents and staff. There are mechanical devices that literally lift a person in and out of the bed or tub and into a wheelchair or into a standing position.

"They do the total lift. In the old days, we did it manually. We advocate using the right lift for the right person for the right reasons," says Bjornson.

Riverview has recently purchased a number of new state-of-the-art mechanical lifts. As soon as staff are properly trained, the new lifts will be fully utilized on the units.

Non-mechanical assistive devices are also routinely used. For example, moving a patient around on the bed is often done with the aid of a nylon slider, a specialized sheet placed under the person to be moved. The slider has a slippery nylon material on one surface that makes moving the patient easier.

To help people go from sitting to standing, a transfer belt is often placed around their waist to provide extra leverage and to help steady the patient. A sliding board is often used to help someone slide, in a sitting position, from the bed to a wheelchair, while a stretcher board helps to move a person who is laying flat.

Floor to ceiling poles and grab bars are other assistive devices that make life easier for patients, residents and staff.

Bjornson says assistive devices are a welcome aid, but wherever they can, staff use manual transfers to get patients up out of bed, thus maintaining their patients' independence – which is a critical factor in a patient's sense of well-being.

Whether doing things manually or using mechanical lifting devices, it's critical the moves are done correctly to prevent injury.

Grand Opening Held for Seating Assessment Clinic



Cutting the ribbon for the new Seating Assessment Clinic (L to R): Sandra Stewart (Public Relations Manager), Lynda Wolf (Senior Occupational Therapist), Shirley Ladd (Allied Health) and Norman Kasian (President and CEO).

On Friday, March 18, Riverview Health Centre became the home of a new Seating Assessment Clinic. Located in the Rehabilitation area near the physiotherapy gym, the Clinic offers the latest equipment available to help occupational therapists measure patients for the chairs these patients depend on.

At the Clinic's opening, an official ribbon-cutting ceremony took place, and participants could try out the ceiling track sling lift. Occupational therapists were also on hand to demonstrate the Force Sensing Array – a computerized program for measuring pressure points.

The opening was well-attended by staff members from various departments who came to take a look at the new equipment. As well, some dealers of specialized wheelchair equipment came out to support the Clinic.

The Seating Assessment Clinic is an important addition to Riverview Health Centre's services. Patients have a wide range of

complex seating needs, and the equipment in the Clinic allows occupational therapists to accurately prescribe wheelchairs so they can be used to the fullest potential.

Factors that must be considered are mobility, comfort, safety and minimal skin breakdown on pressure points.

As well, the new Clinic will help to cut down costs of wheelchairs to patients and their families because it will allow for a quick, efficient and accurate fitting the first time around.

The equipment in the Clinic will allow therapists to accurately prescribe wheelchairs so they can be used to the fullest potential.

Riverview Health Centre is a 388-bed extended care facility catering to the needs of the elderly and rehabilitation patients. For more information about our programs and services, please contact the President at:

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Cheryl Willim (left) and Andrea Bellamy (right) demonstrate the use of one of the lifts available in Riverview's new Seating Assessment Clinic, which officially opened on March 18.