



# health

V • I • E • W • S

Summer 2009 • Vol. 18 • No. 2

## Ceiling Lifts Give Boost



Ceiling-mounted lifts make life easier for patients and staff on 2 East & 2 West.

Page 5

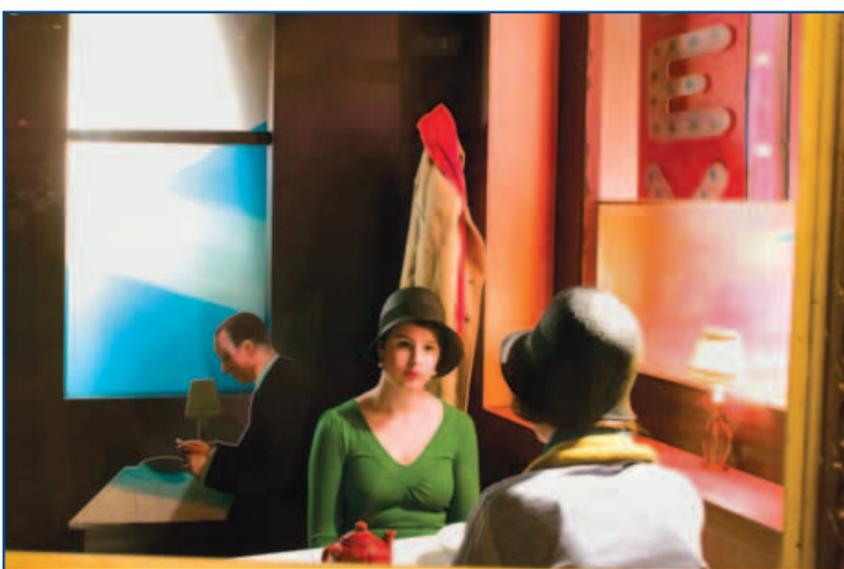
## Give On-line!

Support programs and services at Riverview Health Centre by giving on-line at [www.rhcf.mb.ca](http://www.rhcf.mb.ca)

Page 4



## the Event Brings Together Fundraising & Design



Austere ambiance and real-life models make this unique dining environment – created by Tom Powell Design Studio – the big winner in the design competition at *the Event*, Riverview Health Centre Foundation's gala fundraising evening on April 28th.

See *the Event* Insert

## Mayor Sam Katz Joins Riders at the Cycle on Life



Mayor Sam Katz joins top fundraisers Greg and Joanne Ward at the Riverview Cycle on Life on June 7th. Cyclists chose either a leisurely bike ride or an off-road trail adventure, and together they raised \$115,000 for Riverview Health Centre's rehabilitation programs.

See Cycle on Life Insert

## Rehabilitation Facility Coming to Riverview



Riverview gets go-ahead from WRHA to proceed with planning for a new facility for spinal cord patients, amputees and people with neuro-muscular diseases.

Page 3

## Let's Recycle!



Resident Peter Kozak & Recreation Facilitator Chris Edwards at work.

Page 7

## Other Inside Stories

- Research Meet & Greet . . . . .2
- Research Competition . . . . .2
- Ethics Event Date Set . . . . .2
- Nurses Wk & Award Winner .3
- Leaving a Legacy . . . . .4
- Foundation Donors . . . . .4
- Golf Classic Date Set . . . . .4
- Board Member Ian Blicq . . . .5
- Tree Of Light Sponsors . . . . .5
- New ID Cards . . . . .6
- Toastmaster Award . . . . .6
- Respect in the Workplace . . .6
- Helen Zielinski Wins Award .7
- Fran Rosenberg Wins Award .8
- Donating is Easy! . . . . .8

## Meet and Greet Showcases Research at Riverview

Riverview Health Centre is proud of the support it provides to the many researchers who involve the Centre in their investigations.

For the second year in a row, the Centre showcased some of those researchers and their investigations during a research "Meet and Greet." More than 40 people – investigators, research affiliates from academic settings, administrative staff, managers, professional leads from the various health care sectors at Riverview, clinical staff and guests – mingled



Lynda Wolf, PhD Candidate, a student in the Applied Health Sciences PhD program at U of M, prepared a poster presentation of results from the occupational therapy home visit audit.

and talked "research" at the reception, held May 13 in the Thomas Sill Auditorium.

The 2009 Meet and Greet included a new feature: poster presentations detailing seven projects recently conducted at Riverview. Dr. John Bond, Riverview's Manager of Research, says the posters provided an overview of the projects, explaining why and how the projects were done, the scientific results, and their implications.

"Each poster was a full blown synopsis of an investigation, some of which took up to three years to complete. The projects were done either entirely at Riverview or in conjunction with other facilities, some as far away as Germany and Switzerland."

The research projects presented at the event were deliberately chosen to illustrate the broad

range of topics, populations studied, depth of research, and funding sources for the studies, and to introduce the people behind them.

"It was a chance for the researchers to interact with staff, to interpret what they learned in their studies and to explain to front line staff how they can put their findings into practice in a clinical application. It was also an opportunity for our staff to get a sense of the way research hooks into the kinds of things happening at Riverview," says Bond.

The reception was also a chance to announce the 2009 winners of research grants awarded by Riverview Health Centre. The recipients are profiled below.

Bond says the Research Committee had no hesitation recommending funding of the projects, even though they totalled more than the \$15,000 annual budget for research. "They were thought to be of such significance and quality that it was decided they should be recommended for full funding, and somehow the money was found."

Riverview Health Centre  
Board of Directors  
Ethics Committee

Presents:

**A Practical Approach  
to Everyday Ethics**  
-ETHICS OF THE ORDINARY-

**Wednesday, October 14,  
2009**

This one-day event will include poster displays, video presentations, group sessions and a keynote speaker.

Staff, residents/patients and their families, board members and interested community members are all invited to attend and participate.

We will be exploring how ethical issues inform all aspects of our facility:

- the care we provide
- the environment we live and work in
- the relationships we develop here.

WATCH FOR MORE INFORMATION.

## Riverview Research Competition Funds Two Studies

Each year, Riverview Health Centre awards research grants to fund projects that will enhance the quality of life for older adults who are chronically or terminally ill or who require rehabilitation. The grants, awarded through the Riverview Research Competition, were presented at the Meet and Greet evening on May 13. The following two studies received grants this year.

### Nerve Entrapment in Persons with Diabetes

A grant of \$9,400 was provided to Doctors Daryl Perry and Davyd Hooper, who operate the Neuromuscular and Electrodiagnostic Clinic at Riverview. For their study, 200 volunteers from among their patients and the community will be recruited. Half of the volunteers will be people with diabetes. The research team, which also includes patient management nurse Dawn Barrett and EMG technician Tamara Dykstra, will compare these volunteers to the control group to determine if nerve entrapment is more prevalent in diabetics.

Diabetes can have a profound effect on sensory and motor nerve fibres in the body, says Perry. Over time, people with diabetes can suffer nerve damage that causes pain, tingling and numbness in their hands, arms, feet and legs.

There is a belief that patients with diabetic polyneuropathy are also more predisposed to entrapment neuropathy – where nerves become caught and pinched – in the median, ulnar, peroneal and tibial nerves. However, there is very little research literature on the subject. Perry and his co-investigators intend to change that.

"We want to take a closer look at this type of nerve entrapment and compare the rate in

diabetics to the rate in asymptomatic patients," Perry explains.

Their objective is to determine the prevalence of entrapment neuropathies in diabetics who may already be experiencing other diabetes related nerve problems. As well, they want to improve competency in diagnosing the condition among those patients.

Perry says while the main treatment for diabetes is controlling blood sugar, entrapment neuropathies – if diagnosed early enough – may benefit from surgery to release the trapped nerve. And if the entrapped nerves can be surgically released, it may enable potential nerve recovery.

Perry's team is in the process of recruiting volunteers for their study. They expect to complete the investigation within 18 months.



Dr. Davyd Hooper



Dr. Daryl Perry

### Strategies Used in Visuomotor Adaptation in Post-stroke Patients

Dr. Jane Lawrence, a Postdoctoral Fellow in the Department of Psychology at the University of Manitoba, will work with university colleague and head of the Perception and Action Laboratory, Dr. Jonathan Marotta, and Malcolm McKenzie, a Patient Care Manager at Riverview, to investigate changes in the ability to perform visuomotor adaptations following stroke. A grant of \$14,400 was awarded for this study.

The simple act of picking up a fork requires the parietal lobe in the brain to integrate visual and motor information in order to perform the task. However, for stroke patients who have suffered damage to the parietal lobe, these kinds of tasks become difficult. The new challenge comes at a time when, as a result of the stroke, the patient may need to begin using a cane or a wheelchair. Suddenly, they must learn to make visuomotor adaptations to correct the movement that's gone wrong.

Lawrence's team intends to use a computer game to investigate how post-stroke patients adapt their movements through conscious and unconscious modifications to their motor behaviour.

In the game, a blurry image of an object will appear on the computer screen. Patients will be asked to identify the image by using a stylus to move a small viewing window over it so they can see parts of the image clearly. The researchers can study visuomotor adaptations by changing how the subject's hand movement relates to the actual movement of the window. They will be able to

study what happens in response to both large and gradual, subtle distortions in the movement of the viewing window.



Dr. Jane Lawrence

"Through this computer game, post-stroke patients adapt their motor movements in order to move the window in the desired direction and achieve the goal of identifying the image. We can measure improvements in performance that occur over repeated trials," Lawrence says.

The researchers are particularly interested in seeing how their subjects will perform when they are faced with subtle distortions because it's believed a different part of the brain is used to adjust that movement.

A long term goal of the Perception and Action Laboratory, says Lawrence, is to see whether the computer game can be used as a rehabilitation tool for post-stroke patients who need to keep practising the visuomotor adaptations they find difficult. They will be recruiting subjects through Riverview and expect to complete their investigation by September 2010. More information about the Perception and Action Lab is available at [www.perceptionandaction.com](http://www.perceptionandaction.com).

## Riverview Health Centre Set to Become the Hub of Expertise in Post Acute Rehabilitation

March 11, 2009 is a date of great significance for Riverview Health Centre. On that day, after a series of meetings between the Centre's Board, the Minister of Health and the Winnipeg Regional Health Authority (WRHA), Riverview was granted approval to proceed with Phase II of the Rehabilitation Reconfiguration project.

"We are very excited about this approval," says Norman Kasian, Riverview's President and CEO. "What it means is that we

**A new rehabilitation facility at Riverview will provide services for spinal cord patients, amputees & people with neuro-muscular diseases.**

are now authorized to proceed with the functional program for a brand new rehabilitation out-patient facility that will provide services for spinal cord patients, amputees and people with neuro-muscular diseases."

This is big news indeed, but it definitely comes as no surprise, considering the progress accomplished so far towards this goal.

Things got rolling about three years ago when the WRHA recognized the need to consolidate rehabilitation services and programs. Riverview was the logical choice to become the new hub of expertise for rehabilitation in Manitoba, as it has a long history of providing these services for a variety of health care needs.

### Patient Relocation

Phase I of the project took place in 2006 when brain injury and stroke patients were relocated from Health Sciences Centre to Riverview. "It was a smooth and seamless transition because of the planning and dedication of our staff and the sophistication of our systems," says Kasian.

Now firmly established, Riverview's **Acquired Brain Injury** and **Stroke Rehabilitation** units have become priceless assets to the province's health care system, as all hospitals can refer patients for direct admission.

Phase II of the Rehabilitation Reconfiguration project involves developing services for both an out-patient rehabilitation clinic, as well as in-patient services for individuals with:

- spinal cord injuries
- amputations
- neuro-muscular diseases

To accommodate these changes at Riverview, a new out-patient clinic facility must be built.

In preparation, the Centre has developed a first draft of the **functional program** for the new building. This document describes:

- all the services that will take place in the facility
- who is going to be accommodated in it (patients, staff, administration, volunteers)
- how much it's going to cost to operate.

"Over the next few months, we will be reviewing and updating the first draft, and we hope to have a completed functional program by early fall," explains Kasian. "At that time, we will submit it to the WRHA for final approval."

### The Design Stage

Kasian says he is hopeful that by early 2010, the Centre will be in a position to engage architects to start the preliminary design of the new rehabilitation facility, which will be located adjacent to the Day Hospital.

It's intriguing times for Riverview Health Centre as it embarks on these infrastructure changes. All the while, the



Riverview currently takes direct admissions on its Stroke and Acquired Brain Injury units, where multidisciplinary teams assist patients with recovery.

Centre has never missed a beat in its provision of expert and compassionate care that Manitobans have come to expect. The growth of this health care icon towards establishing itself as a premier rehabilitation facility will be something to watch for in the near future.

## Riverview Celebrates National Nurses Week

The day-to-day work of a nurse is challenging and often physically demanding, yet hundreds of men and women across Manitoba – and thousands more around the country – do the work each day with dedicated enthusiasm. That is why nurses are honoured with an annual week-long celebration, each hospital and health centre offering its own spin on how to thank its nursing staff.

According to the Canadian Nurses Association (CNA) website, "National Nursing Week is an opportunity to promote and show appreciation for the vital role nursing plays in the health system and in the

life of every Canadian." This year, the CNA promoted the May 11 to 17 occasion as *Nursing: You can't live without it*.

At Riverview, National Nurses Week was celebrated with a variety of events in which nurses could participate, including draws for various prizes and an ice cream social. The Centre also brought in speakers to discuss topics such as "Napping and Shift Work" and "The Importance of Laughter."

Another highlight of Nurses Week was the presentation of the second annual Award of Excellence in Nursing Practice, which was given to Roberta Grant (see sidebar).

### Award of Excellence

Roberta Grant received the Award of Excellence in Nursing Practice award this year. Grant is an RN on 2 East, Riverview's Respiratory unit. She was chosen by a selection committee for her dedication and innovation and for her ongoing effort to provide superior service to her patients.

Grant has held a full time position on 2 East since 2001. During that time, she has taken on additional care needs whenever necessary to ensure excellence in patient care. According to Nadine Breland, Patient Care Manager on 2 East, Roberta has also:

- developed and regularly taught an education session for the Respiratory Rehab patient population
- made recommendations to enhance nursing care by inviting the unit's pharmacist to educate nurses on

the types of inhalers available and the best techniques of medication administration

- worked collaboratively with the attending physician, pharmacist and another colleague to develop a palliative care protocol
- acted as a nurse mentor to new nurses and students

President and CEO Norman Kasian speaks during Nurses Week.

Inset: Nursing Excellence award recipient Roberta Grant (left), and Chief Nursing Officer / Director of Patient Care Berit Hack.



# Riverview Health Centre Foundation News

## First On-line Donor Says Site Makes Giving Easy

On January 27, 2009, Joceline Krzyszczyk became the first person to make an on-line donation to the Riverview Health Centre Foundation. "I don't have a lot of time to sit and talk on a phone line," says the busy entrepreneur, wife and mother. "I thought there might be a way to do it on-line because I know a lot of larger corporations now have that feature available."

She googled the Riverview Health Centre, clicked on a link to the Foundation and voilà! At the top of the page, a click on "donate now" linked to the "donate online" option, which brought up the screen she needed to complete. "It was really easy to go through," she recalls. "I just had to fill in the blanks."

She made the donation on behalf of eight families in honour of Wendy Sigmar, who spent time on the Palliative Care Unit in December 2008 and January 2009.

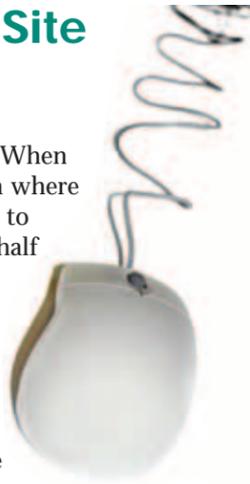
"I know Derek (Wendy's husband) was very happy about the way she was cared for," says

Krzyszczyk. "When we asked him where he wanted us to donate on behalf of Wendy, he said 'Riverview.'"

Selecting the "In Honour" option on the on-line form automatically ensured the Centre would inform Derek Sigmar of the donation. Wendy's name was then published in the March issue of Health Views in a list of people for whom Gifts to the Foundation have been made in the past several months.

Krzyszczyk points out that being able to complete the entire process on-line also enhances the accuracy of the details provided for the donation. And although she rarely makes purchases on the Internet, she was comfortable providing her credit card information. "I will only use my credit card for specific sites I know I can trust," she explains. "The only time I ever use it on-line is to make donations. I know these are secure sites."

Most of all, she was pleased that she could make the on-line donation at a time that suited her busy schedule. "It's so convenient," says Krzyszczyk. "Personally, I think it's fantastic."



### Advantages of Donating Online

- Easy to use
- Secure
- Accurate
- Available 24/7

Try it today at [www.rhcf.mb.ca](http://www.rhcf.mb.ca)

## Leaving a Legacy: I Did...Why Not You?

Heather Wilson has named Riverview Health Centre as one of the beneficiaries in her will. With this bequest, she joins the Circle of Life, the Foundation's Planned Giving Program.

The mission of the Foundation is to support programs and services that will enhance the quality of life for patients and residents. "Leaving a legacy is probably the easiest and most painless way to support the Foundation," says Wilson. "Everyone must leave this world sometime. By including a donation to the Foundation in your will, you are helping Riverview meet its commitment to excellence."

Requests can be made either as a lump sum or a percentage of one's estate. Wilson chose the latter option. She notes that specifying a percentage of the residual amount in an estate provides a measure of security, particularly in times of economic volatility. This option can be comforting for those who are concerned about how a downturn in the market may affect their estate, but would still like to support the Health Centre.

"Support takes both funds and volunteers," notes Wilson. She knows this first-hand. In 1997, she was invited to sit on the Board of Directors for the Riverview Health Centre Foundation and was soon

nominated to the position of Treasurer.



Since then, Wilson has become well acquainted with the various options available for those who wish to participate in the Foundation's Planned Giving Program. All gifts are gratefully acknowledged through the donor recognition program, and immediate or delayed tax relief is available, depending upon one's options for planned giving.

Wilson adds that donors need to notify the recipient organizations included in their wills. Those who wish to leave a legacy for Riverview Health Centre Foundation should contact:

**Sheldon Mindell, Development Officer, Riverview Health Centre Foundation**  
Phone: 478-6197  
Email: [smindell@rhcf.mb.ca](mailto:smindell@rhcf.mb.ca)

### Options for Planned Giving:

- Bequests
- Life Insurance
- Annuity
- Gift of Property

*The Riverview Health Centre Foundation encourages you to seek professional legal, estate planning and financial advice before deciding upon a course of action.*

## In Memory or in Honour Of Donations

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.

### DONOR RECOGNITION LEVELS

Founder	\$100,000+
Benefactor	\$50,000 - \$99,999
Patron	\$25,000 - \$49,999
Builder	\$10,000 - \$24,999
Partner	\$5,000 - \$9,999
Supporter	\$1,000 - \$4,999

Gifts were received for the following people from February 7 to May 31/09:

Dr. A.J.W. Alcock	Marjorie Hales	Jennie Pasiaka
Peter Allen	Thomas Frederick	Violet Helen Paul
Mrs. Baker	Hayton	Frank Bennett Pearson
Shirley Bartley	Gwynneth Lillian	Katherine Petrowski
Gary Leonard Bateman	Henderson	Brown
Jean Birch	Jim Hicks	Lucille Puhach
Delmore Blaine Bjornson	Priscilla Hicks	Loretta Robinson
Dianne Blatch	Rob Hoskin	Max Rykiss
William Broderick	Cassie Hull	Ferelith Shiach
William (Bill) Brownscombe	June James	Wendy Sigmar
Bill Brownstone	William Kathler	Stanley Frederick Smiley
George Bryson	Andrew Kowalczyk	Anita Olivine Soroby
Serafina Cantafio	Martha Leachman	Alan Squire
Robert Castling	Brenda Leipsic	Leon St. Laurent
Marjorie Code	Albert McAughey	Silas Edwin Taylor
Yvette Daudet	Doreen McGuff	Simone Taylor
Jack Dudeck	Shirley Meadwell	Cecil Winter
Margaret Earl	Avi Mehta	Ken Wong
Edith Fargher	Alphonse Louis Michaud	William (Bill) Yaschuk
Linda Elke Faris	Lucy Mondor	Anna Young
Valerie Fisher	Evelyn Moss crop	Yeng-Tai Yung
	Mildred Norquay	

### RHC Foundation Board of Directors



**RIVERVIEW HEALTH CENTRE FOUNDATION**

- Mr. R.B. (Bob) Brennan, FCA, Chair
- Mr. Arthur Chipman, Vice-Chair
- Ms Heather Wilson, Treasurer
- Mr. David Baker
- Mr. Neil Bardal
- Mr. Rudy Boivin
- Mr. Norman R. Kasian
- Dr. Nora Losey
- Mr. Garry Mattin
- Ms Barbara-Jean Oberding
- Mr. Bob Sokalski
- Mr. Greg Thompson



SEVENTH ANNUAL charity golf classic

The 7th annual Charity Golf Classic in support of Riverview Health Centre will be held at the St. Boniface Golf Course at 12 noon on August 27, 2009.

Founded by Frank Wade and Vince Boschman of RBC Dominion Securities, this event shows appreciation to their top clients while raising money for a great cause. This year, funds raised through the fun Texas scramble tournament will help to fund enhancements in the Centre's Rehabilitation Program.

For more information about registering in or supporting this event, please contact Christa Chartrand at 982-4069 or check the website at [www.thecharityclassic.com](http://www.thecharityclassic.com)

## Ian Blicq Brings Vast Experience to Riverview's Board

*This is the first in a series of profiles highlighting members of the Riverview Health Centre Board of Directors.*

Of all the boards on which Ian Blicq has served over the years, he finds Riverview Health Centre to be one of the most satisfying. "There's a very human aspect to being involved with Riverview," he says. "And the Board is blessed with a highly talented and disciplined executive, management and staff who do an absolutely splendid job." As a result, the Board has been able to take a strategic approach to actively help move the Centre's goals and aspirations forward.

This approach meshes well with Blicq's skills and background. Here are some of his past accomplishments:

- For many years, he worked in the area of public policy, the last twenty as Assistant Deputy Minister for the Manitoba Department of Economic Development.
- In that role he worked on strategic development related to health care and helped to put together the Canada-Manitoba Health Industry Development Initiative.
- The accord led to the province becoming an increasingly important player in national health care through developments such as:
  - the Federal Virology Laboratory
  - the National Research Council Centre for Biondiagnostics
  - the emergence and expansion of many private sector companies.
- After leaving the government, he spent the last sixteen years as a private consultant on strategic health industry development across Canada.

In 2003, he decided to put his name forward for the Board at the Riverview Health Centre. "I thought it was probably time to give something back," he recalls.

Since then, he has served on the Corporate Development



**Ian Blicq: Riverview Health Centre Board Member**

and Communications Committee. He has also been actively involved in helping with the Board's strategic planning for the Centre. The process has enabled the Board to focus on three areas where it can make an important contribution: development of a major rehabilitation centre; elaboration of a five-year research plan; and, the creation of an initiative dealing with human resource issues.

Blicq points out that these goals are interconnected. Furthermore, they all support the Government of Manitoba's priorities for health care. "At today's health centres, there is increasingly a confluence of clinical practice and research," he explains. "A new rehabilitation centre will present possibilities for attracting expert clinicians and researchers."

He notes that the new initiative also draws on the original mandate of the Centre, which was once heavily involved in the rehabilitation of polio patients. "Since then, Riverview's reputation for excellence has grown throughout Manitoba and beyond our borders," he adds. "And now Riverview is going to become a centre of excellence in rehabilitation."

## Patients "Get a Lift" at Riverview Health Centre



Staff members on 2 East learn how to use the new ceiling-mounted lifts now available in all patient rooms and tub rooms on 2 East and select rooms on 2 West. Kelly Scott of ARJO, supplier of the lifts, gives the lesson.

Patients on 2 East and 2 West have received a lift – literally. Ever since the Maxi Sky 600 was installed in his room, 2 West patient David Palmer has been able to make a much smoother transition from his bed to his wheelchair, and vice versa. Sliding the mechanism along a track in the ceiling of his room, staff can move it to the desired position and attach his sling, on which he is lifted from one place to another.

### Advantages of Ceiling Lifts

- Smoother transition for patients
- Available when needed
- Less awkward than floor models
- Reduced risk of injury for patients and staff

In March, 10 ceiling-mounted lifts were installed on 2 West and 30 on 2 East. "They allow us to lift people from any location to any other location in the room," notes Val Poulley, Patient Care Manager on 2 West, the Chronic Care Unit. "Now it doesn't matter if you move the bed from one angle to another." She adds that the lifts have also been installed in the tub rooms to facilitate moving patients for bathing.

Formerly, staff had to work around a floor model lift, their movements limited by positioning the space-consuming equipment. "The big advantage with the ceiling lifts is the ease of operation," confirms Dean Campbell, Riverview Health Centre's Safety Coordinator. "Because the lift is suspended, movement of the lift is much easier. There is the added advantage of not having to work around the old floor lifts,

which made some patient maneuvers awkward."

This reduces the risk of tripping while making it possible for staff to maneuver the lift more precisely. It has made a critical difference for those using hand controls on their wheelchairs. "There's quite a science involved in getting the patient correctly positioned in their wheelchair," explains Campbell. "Staff has much more control over doing that with these lifts."

On the Respiratory Unit (2 East), Patient Care Manager Nadine Breland notes that the new lifts have also been instrumental in facilitating the transfer of ventilated patients. "Because of the tubing connected to the ventilator, it was a lot more awkward with the floor lifts," she explains.

Because the ceiling-mounted lifts have been installed in every room, it will no longer be necessary to wait until a floor lift is available in order to move a patient. At the same time, the new mechanism is compatible with existing slings, owned by each patient. The slings and lifts are used for everything from transfers to repositioning larger patients in bed.

"It will be easier for staff to move patients without injuring themselves," adds Breland.

Campbell agrees. "The ceiling tracks are a big improvement," he says. "We knew we could reduce our injury risk for both patients and staff."

Since March, staff on both units have been undergoing training and competency testing to ensure the benefits of the new lifts are maximized. "The staff is excited about it," says Campbell. "It's a big step forward."



## Thanks to the Tree of Lights Festival Sponsors

The holiday season may be long gone, but it's never too late to recognize those organizations that give so generously to the Foundation's fundraising activities.

Below are the sponsors who contributed to the Riverview Health Centre Foundation's Tree of Lights Festival, which was held over the holiday season to raise funds to support recreational programming at the Centre. The vast array of lights are enjoyed by everyone at Riverview and the surrounding community.

- Manitoba Hydro
- EECOL Electric Ltd.
- J. Hansen & Son Ltd.
- John Miller & Sons Ltd.
- Esdale Printing Co. Ltd.
- Fort Rouge Auto & Plate Glass
- Grand & Toy
- Gunn's Bakery
- Greg Thompson Wealth Management Solutions, RBC Dominion Securities
- Insign Architectural Signage
- CUPE 500

## Notice to Health Views Readers!

For your convenience, each issue of Health Views is posted on the Centre's website at [www.riverviewhealthcentre.com](http://www.riverviewhealthcentre.com). Suggestions and feedback is welcome by contacting the editor, Lorna Wenger, at 654-0012 or [lwenger@mts.net](mailto:lwenger@mts.net).

## Riverview Launches New Security System

These days, even therapy pets at Riverview wear security badges. The pet ID badges are purely for fun, of course, but they do point to the major security overhaul that is currently underway at the Centre.

In January 2007, a team began reviewing Riverview's aging security system and researching the available new options. The group looked at several factors in its decision-making, including cost effectiveness and the ability of the new system to serve Riverview well into the future.

During this research phase, some smaller and immediate changes were made to security, including upgrading lighting in any low-lit areas in the buildings and on the grounds, and installing cameras in various locations around the campus.

Eventually, the research team chose a new security system to

replace the existing one – a state of the art Identification Card Access system that will be managed by Human Resource Services. Staff members in that department are undergoing extensive training to become experts in managing the system.

Phase one of implementation requires that all employees and volunteers have new photo ID pictures taken so that individual cards can be programmed. "These new cards are RHC identification badges," says Lynda Juskow, Director of Human Resources at Riverview. "As well, they contain a proximity chip that allows staff to access areas for which the chip has been programmed. In this way, we have better control over who has access to what."

The result, of course, is increased safety for both patients

and staff, and a far more secure environment for all.

Phase one of the security enhancement has seen the chips being programmed for use at the staff parking lot, the Health Club gym area and locker rooms, and the staff locker rooms.

Work is also currently underway to implement the system in all medication rooms on the various units. The entire process of chang-



Joanne Procyshyn, senior lab technologist at Riverview, uses one of the new ID cards to enter the Health Club.

ing Riverview's security system is expected to take several years, but with good feedback and results so far, the project is well on its way.

## Toastmasters President Wins Mentorship Award

On April 25, 2009 at the Toastmasters Spring Convention, the Allan Shaw



Beverly Wood, RHC Toastmasters president.

Mentorship Award was presented to Beverly Wood, Riverview Toastmasters president and Education Services administration clerk, for her commitment to and excellence in mentoring fellow toastmasters.

Wood had only been a member of Toastmasters for two years before joining Riverview and launching the Centre's own chapter in 2007.

Every Tuesday, over the lunch hour, members from throughout the Centre and the

community support one another in developing public speaking skills. Each week, members take turns assuming various roles, including chairperson of the meeting, grammarian, timer, speech evaluator and table topics master. One person is given that week's "table topic" and asked to give an impromptu speech within a fixed period of time. The other members provide feedback in the form of "growth points."

"I enjoy the camaraderie and the support," says Wood. "It's such an encouraging environment. I love hearing our members speak. You learn so much about different topics." She has also learned a lot about public speaking and has attained both her Competent Toastmaster (CTM) and

Competent Leader (CL) designations. She is now working on her Advanced Communicator Bronze (ACB).

As members progress through the different stages of the toastmaster program, they focus on different aspects of public speaking, incorporating the group's feedback into every new speech. "It's wonderful to see the growth," reflects Wood. "Toastmasters offers you unlimited potential to develop your communication skills, which benefits you not only professionally but in your personal life as well."

Interested in joining Riverview Toastmasters? Contact Beverly Wood at 478-6204 or email her at bwood3@rhc.mb.ca.



An innovative video is proving to be a useful tool in promoting respect in the workplace.

Produced by Riverview Health Centre in partnership with lawyer and Human Rights Specialist Pamela Clarke, LL.B., the video – in conjunction with a newly developed policy – is now being used on an ongoing basis to educate all staff on the Centre's expectations regarding respect in the workplace. Clarke also conducted education and training sessions on the topic for three-quarters of the Riverview staff.

The production deals head-on with the importance of addressing discrimination and harassment in the workplace. Situations that constitute harassment, discrimination, abuse of authority and bullying are defined by Clarke, who acts as

## Video Addresses Respect in the Workplace

expert commentator and illustrator in various scenarios.

Clarke addresses both employer and employee rights and responsibilities, as well as the protections available to staff under the law. "What can you expect

from an employer when you bring forward a concern?" she asks. "What are an employer's legal responsibilities to prevent harassment from occurring and to reduce the negative impact when it does?"

"We want to ensure that staff members know what harassment and discrimination is and what they should do if they encounter it," says Lynda Juskow, the Director of Human Resources at the Centre.

The development of the video is the second part of a larger project looking at respect in the workplace that Riverview launched two and a half years ago as a three-phase approach. The first phase was the "Saving Starfish" initiative, which promoted kind and respectful inter-personal communication through a "thought-of-the-week" broadcast on the

Centre's plasma screen. A series of "skits" was also put on by Centre staff showing the right and wrong way to communicate and interact with one another.

For the video, Juskow worked closely with Clarke and Hugh Walker, the media specialist at the Centre. "It's really unique in that we hired professional actors and a professional scriptwriter," she notes. "Even the music score was created specifically for the production."

Walker filmed all of the scenes on-site at the Riverview Health Centre. At the same time, the production team tried to make the video as generic as possible so that it can be used by other organizations, some which might not be health care facilities.

The video has been well received and is being marketed throughout Manitoba, with plans for distribution across Canada. Proceeds of the \$399 educational

video will go equally to the Canadian Museum for Human Rights and the Riverview Health Centre Foundation.

### Topics Covered

- Discrimination
- Human Rights Harassment
- Personal Harassment
- Bullying
- Abuse of Authority
- Employee Rights & Protections
- Employer Responsibilities

### RHC's Three-Phased Approach to Respect in the Workplace

1. **Saving Starfish Initiative:**
  - Skits on respectful communication
  - Development of RHC policy on Respect in the Workplace
2. **Production of Respect in the Workplace video** staff training
3. **Preventing and addressing violence in the workplace** (under development)



## Giving Back Through Recycling on AB1



**Chris Edwards (right), Recreation Facilitator on AB1, works with resident Peter Kozak to recycle aluminum cans. This recycling effort raises money for recreation equipment at Riverview while giving residents the opportunity to take part in a constructive activity.**

Every week several male residents from the AB1 unit collect used pop cans from bins around Riverview Health Centre for recycling. The program was the innovation of Recreation Facilitator Chris Edwards, who saw both the need to increase the amount of recycling being done at Riverview and to develop a more task-oriented outlet for the men on his unit.

Says Edwards, "I have heard of similar programs and was excited by the potential for the men on AB1 to give back to the community in a real, tangible way."

The recycling program is currently into its fourth month and is quickly gaining momentum. One to two residents at a time join Edwards twice weekly to empty the aluminum collection bins around the Centre and to then crush the cans.

They store the finished bags until enough have been gathered to warrant a trip to the recycling depot. The proceeds are put towards a global recreation account, which will be used to purchase recreation equipment for the entire facility. Since the program started, over 50 pounds of aluminum cans have been recycled by Riverview.

The program's success hinges largely on the fact that it offers men an opportunity to do something constructive on an ongoing basis while providing them exercise and time off the locked unit.

"One of the most exciting benefits we've seen in the men is how calm and relaxed they are after this activity," says Edwards. "All their pent-up energy has an avenue in which to be expended. And when I tell them it's time to collect cans, they know what I mean. They look forward to it."

There are other benefits, too. The task of retrieving the cans and then crushing them has a certain predictable rhythm to it, making it a safe, enjoyable activity for someone suffering from dementia.

Notes Edwards, "This is different than, for example, playing cards or board games, which are more complex in terms of having to perform several tasks at once. In cards for example, one has to be able to identify numbers, colours and suits, as well as know when to play which card. With the recycling program, it is one step at a time. The one step commands allow residents to perform tasks without the feelings of confusion or worries of doing it correctly."

In time, Edwards hopes to expand the project to involve more residents and is hopeful that this program will have a springboard effect for additional types of recycling at Riverview.

## Riverview Nurse Receives MGNA Nursing Distinction Award

On April 22, 2009, Helen Zielinski was honoured with a Nursing Distinction Award in Education by the Manitoba Gerontological Nursing Association (MGNA) at its annual general meeting. The award is given each year to a nurse who has and continues to contribute to gerontological nursing education and teaching.

"Helen has always thought of geriatrics as a challenging specialty with complex patients, and from early on in her career always liked that specialty," says Jason Hillier, Patient Care Manager on the Special Needs Behaviour Unit and one of the presenters of the award. "She has taken a strong lead role in nursing education not only for Riverview Health Centre but also through her work in the education of nurses in their provision of excellent care in geriatric nursing."

Graduating with a Bachelor of Nursing from the University of Manitoba in 1978, Zielinski has had a successful and varied nursing career. After completing her senior practicum at the Municipal Hospitals, she stayed on in the palliative care unit before moving on to the intensive care units of St. Boniface Hospital and Victoria General Hospital.

It was at St. Boniface that a mentor recognized her talent for teaching and encouraged her to pursue that stream. From 1981 to 1986, she assumed the role of educator at the St. Boniface School of Nursing.

Zielinski then returned to the site of Riverview Health Centre, working in the Day Hospital for 11 years and on the Geriatric Rehabilitation Unit for four. But learning and teaching were never far from her mind.

For the past seven years Zielinski has been a member of the Centre's Nursing Education Committee and its one and only nurse educator. After achieving her Canadian Nursing Association (CNA) designation in



**Helen Zielinski**

Geriatrics in 2004, she founded the CNA Geriatric Study group at Riverview, assisting many nurses across the province in attaining the designation.

"Her goal has always been to improve the care that elders receive from their health care system and the nurses who care for them," says Hillier. "Helen knows full well those challenges as she cares for her own aging parents. This perspective provides a great deal of insight for her teaching."

In her role as educator, Zielinski has also maintained and kept current the Centre's Elder Care Interest Series, an invaluable resource for the nursing staff at Riverview and throughout the province. The standards of care espoused in the series are those that she practices as well as teaches. Says Hillier: "If any of you have seen Helen at the bedside of an elderly resident or patient – and I have – you would quickly see the high quality of care she provides, the expertise and knowledge behind that care, and the compassion she has for her patients."

**Yes!** I/We want to support Riverview Health Centre



**RIVERVIEW  
HEALTH CENTRE  
FOUNDATION**

My/Our gift to the Foundation is:

\$125  \$100  \$50  \$35  \$\_\_\_\_\_ (other)

I/We enclose a cheque payable to:

*Riverview Health Centre Foundation  
1 Morley Avenue, Winnipeg, MB R3L 2P4*

I/We prefer to use a credit card:  Visa  Mastercard

Card No. \_\_\_\_\_ Expiry Date \_\_\_\_\_

Signature \_\_\_\_\_

Mr.  Mrs.  Miss  Ms  Dr.

Names(s) \_\_\_\_\_

Address \_\_\_\_\_

Postal Code \_\_\_\_\_ Telephone \_\_\_\_\_

I/We would like to learn more about Memorial & Tribute giving or making a Planned Gift.

*Receipts will be issued for donations over \$10.  
Charitable Registration # 11893 7853 RR0001*

**Thanks for your support of the Riverview Health Centre Foundation!**

## Fran Rosenberg Wins Nursing Award

For her innovative and pioneering work in the field of incontinence, Fran Rosenberg received the prestigious Excellence in Professional Nursing Award presented on June 4 by the College of Registered Nurses of Manitoba. She is one of only 14 nurses province-wide to receive the award.

Rosenberg first became interested in helping people with their bowel and bladder issues when she was acting as an acute nurse 20 years ago. She saw many of her patients suffer social anxiety and withdrawal due to the lack of resources, and she started to research the issue.

"Incontinence is often not a recognized problem and it can be quite devastating," she notes. She found that options do exist to help people struggling with incontinence – and that got her started on an entirely new journey.

Rosenberg soon began working independently as a continence nurse. Riverview took notice and, 11 years ago, the Centre hired her

as Manitoba's first ever hospital-employed continence nurse. Since then, Rosenberg has helped hundreds of

people to gain a better quality of life. And the field is slowly growing. Today, there are five continence nurses practicing in the province.

Winning the Excellence in Professional Nursing Award highlights how well Rosenberg does her job, particularly as award recipients are nominated by their peers. "Fran brings a wealth of knowledge to her position, and we are fortunate to have her," says Heli Dedi, Patient Care Manager at Riverview's Day Hospital.

Rosenberg is glad that she has been able to help people. "I know it's not a glamorous job, but it is important. With increased publicity, my hope is that more people will pick up an interest in this."



Fran Rosenberg



### BOARD OF DIRECTORS

Mr. Greg Arason, Chair  
 Mr. Dal McCloy, Vice-Chair  
 Dr. Nora Losey, Treasurer  
 Ms Leslie Dornan,  
 Member-at-large  
 Mr. Ian Blicq  
 Mr. Kevin Bolt  
 Ms Joyce Laidler  
 Mr. Chris McDonald  
 Mr. Herb Middlestead  
 Ms Shawna Pachal  
 Ms Connie Sarchuk  
 Mr. Gary Timlick  
 Mr. Ken Webb  
 Mr. Warren Wilson  
 Mr. Norman R. Kasian,  
 Secretary, President & CEO

Publications Mail Agreement No. 40015910  
 Return Undeliverable Canadian Addresses to:  
 Riverview Health Centre Foundation  
 One Morley Avenue  
 Winnipeg, MB R3L 2P4

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:

Riverview Health Centre  
 One Morley Avenue  
 Winnipeg, Manitoba, R3L 2P4  
 Ph: (204) 452-3411  
 Fx: (204) 287-8718  
 E-Mail: enquiries@rhc.mb.ca  
 Website: www.rhc.mb.ca

Health Views is published three times a year by Riverview Health Centre to provide information about RHC's programs, initiatives and activities to both the broader community and to its staff and patients.

#### Editor

Lorna Wenger 654-0012

#### Contributing Writers

Wanda McConnell Christine Hanlon  
 Anita Pries

#### Photography

Hugh Walker

#### President & CEO

N.R. Kasian

## Why Wait For Winter? Do It Now & Do It Regularly!

**H**health Views is published three times a year and is the Centres's and Foundation's way of keeping in touch with you, our supporters. In this publication we are attaching our first-ever coupon and envelope that allows and encourages you to make a donation. In addition, you can now go to our website at [www.rhcf.mb.ca](http://www.rhcf.mb.ca) to make a donation online.

In the past, every November the Riverview Health Centre Foundation wrote a separate letter to its supporters asking for an annual donation. Now, this "direct mail" method of fundraising is being utilized every time we reach

out to you with *Health Views*.

Although we understand that sometimes a donor has to say no, we would not be doing the best for Riverview's patients and residents if we failed to take this opportunity to at least ask for your financial support. Try the envelope or the website as a means of making your donation.

Elsewhere in this publication we tell you about Meera Bahadoosingh,

a young television reporter who suffered a stroke this year. Her amazing story of recovery, and her admiration for the care she received at Riverview, is documented in a video. We invite you to hear her story by checking out the video online at [www.rhcf.mb.ca](http://www.rhcf.mb.ca).

Riverview has projects and equipment needs above and beyond what government funding provides,

and we require private donations to meet those needs. As a donor, you may select to support our Stroke Rehabilitation Program that so benefitted Meera, the Acquired Brain Injury unit, Respiratory Rehabilitation, the Alzheimer & Dementia units, any of our other units, or a donation to general funds.

Making a donation simply requires that **YOU** recognize the importance of giving, that **WE** recognize your generosity, and that **WE ALL** recognize that everyone will benefit. So, do it now and do it regularly!

**Lift envelope for special message!**

Use our new donation form and envelope below to send your donation today, or make your donation on-line at [www.rhcf.mb.ca](http://www.rhcf.mb.ca)

### Donating Is Easy!

When you give to the Riverview Health Centre Foundation, you can choose where your funds will be directed. It's easy! Just follow these steps:

- 1 Tear out this form
- 2 Fill out the reverse side with your donation information
- 3 "X" a box below to indicate where you'd like your donation to go
- 4 Fold this form in half and use the envelope at right to mail it to us

OR Make your donation on-line at [www.rhcf.mb.ca](http://www.rhcf.mb.ca)

Here is Riverview's "wish list" of items that will help us to provide high quality care for our patients and residents. Can you help?

- Recumbent stepper** – for cardiac rehabilitation and physiotherapy.
- Lingraphica** – a communication device for stroke and acquired brain injury patients with aphasia.
- Parrot software and laptop computer** – for cognitive rehabilitation and speech language therapy.
- Televisions, Wiis and Wii software** – to encourage and maintain movement, concentration and range of motion.
- Hand contrast whirlpool bath** – to help stroke rehabilitation patients with sensory recognition and edema control.
- Variable controlled sound system** – for the provision of controlled and balanced ambient music for alzheimer and dementia residents.
- Wherever my donation is needed most.**

**Thank You!**

**Thank you for your generous donation!**

**Please use this envelope to send in your donation. Then watch your generosity go to work for the patients and residents of Riverview Health Centre!**

