

## RIVERVIEW HEALTH CENTRE

### Mission Statement

Nurturing life...  
one person...one family...  
one moment at a time.

### Vision Statement

Legacy based. Future focused.  
Lives enriched.

### Value Statement

Compassion, commitment,  
collaboration, resilience.

**If you have any questions,  
please speak to the  
Community Nurse or  
Patient Care Manager.**



**RIVERVIEW**  
HEALTH CENTRE

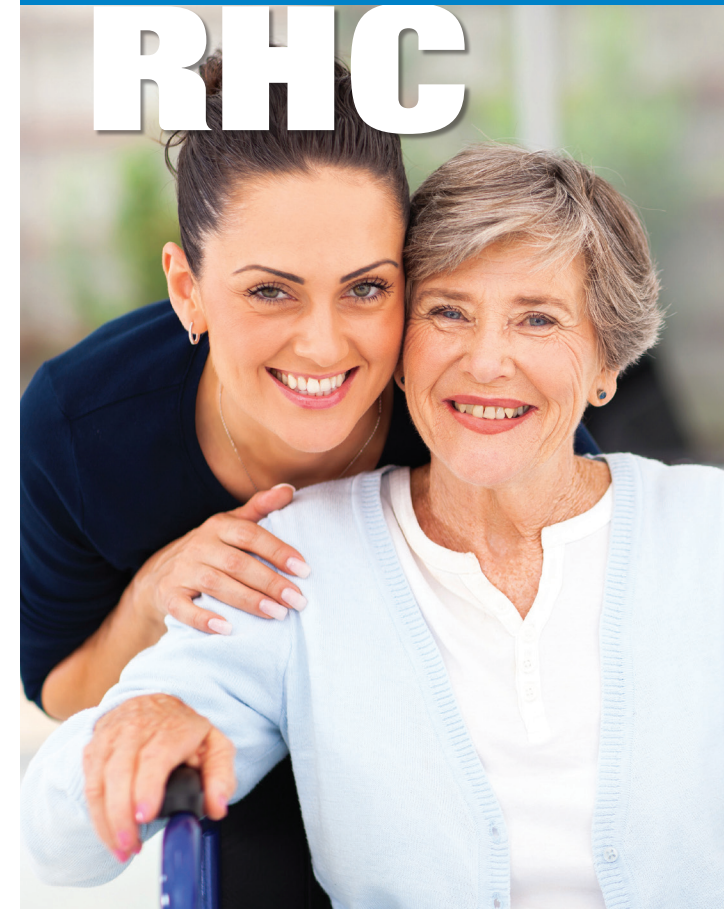
One Morley Avenue  
Winnipeg, Manitoba R3L 2P4  
Phone: (204) 452-4311

[rhc.mb.ca](http://rhc.mb.ca)



**Care Approach**  
**Alzheimer Centre of Excellence**

**RHC**



Nurturing life...one person...  
one family...one moment at a time.

## Promoting Positive Interactions

At Riverview Health Centre we firmly believe in the importance of providing person-focused care. All care is delivered in a manner that promotes choice, safety and positive interactions between our health care team and your loved one.

## Providing Resident-focused Care

We believe that care should be resident-focused and promote a safe, comfortable and relaxed environment. When care is forced, we lose residents' trust and take away their ability to participate in decision making about their own care. Forcing care on residents with dementia can be unsettling for the resident and can result in anxiety, fear, lack of trust in staff and injury.



## Six Cornerstones of Person-centered Care



### What is Non-forced Care?

At Riverview, all direct care providers working within Long Term Care will be trained in the Positive Approach to Care™ philosophy and will use this approach during resident care activities. Resident care will not be forced.

Non-forced care does not mean the absence of care. If your loved one does not wish to participate in a care activity (e.g., bathing, changing clothes, oral care, etc.), the team will continue to attempt to offer this care throughout the day/week.

When a resident declines any aspect of their care, the team will attempt to determine the reason for the resident's refusal. They'll try to reduce any anxieties or adapt the care to suit the resident's needs and expectations, if possible. The nurse will ensure pain, acute medical causes, basic needs and environment are all addressed. Individualized strategies will be used to develop the resident's care plan.

### We Value Family Input

Families are valued members of the care team. We respect your input in getting to know your loved one (their preferences, needs, habits, likes and dislikes) to assist us in personalizing care. Working together will help create a positive experience and atmosphere for your family member.