



PATIENT, RESIDENT & FAMILY NEWSLETTER

June 2024 / A Note from Kathleen Klaasen, CEO

One of my most valuable lessons as a leader is the importance of genuinely listening to patients, residents, families, staff and volunteers. The voice of those living, staying, visiting, and working at Riverview is a powerful one and has resulted in many improvements within our organization.

Through the advocacy of the Riverview Resident Council and the generous support of donors, new outdoor furniture has arrived in our courtyard and it looks fantastic (*see photos below*)!

The voices of Riverview visitors and staff were captured in a letter to Councillor Sherri Rollins advocating for better transit services to Riverview. Councillor Rollins, a strong supporter of Riverview, shared the letter with the City of Winnipeg Transit Services. Please see the response from the Director of Transit (*below*) - the power of advocacy!

Looking ahead to the summer months, construction will begin on the new *River Spa* in the CD, AB and 3 West communities. Funded in part by donors, the new spa design was **informed by listening to the important recommendations of residents, families and staff** in these communities.

Things are changing, and we are growing and learning by listening to you. This is what makes Riverview, Riverview! Please keep your suggestions and feedback coming.

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RHC Foundation: Building a Community of Support. To emphasize the tremendous impact that donors have at Riverview, we have highlighted specific examples of 'donor

dollars at work' throughout this newsletter. When you see the camel-coloured background, you are reading about a few of the many projects and programs that would not be possible without the kindness and generosity of RHC Foundation donors. We are grateful beyond words. Please visit rhcf.mb.ca for information about how you can become part of the Riverview community of support.

RHC Strategic Plan: Each Person We Serve

Purpose

Creating a vibrant, innovative, and inclusive community that enables each person to live a purposeful and meaningful life

Priorities

- **Each Person We Serve**
- Our Team
- Excellence and Innovation
- Growth and Sustainability

Following the introduction of Riverview Health Centre's 5-Year Strategic Plan (May newsletter), we will take some time to share more about the Priorities and Goals outlined in the plan. First up: **Each Person We Serve**.



Intention

We will prioritize **Each Person We Serve** as we embrace and nourish a culture and community where each person thrives.

Key Words

Each Person We Serve includes each person who lives, stays, and visits Riverview to access services and support.

Culture refers to the way of life at Riverview - the beliefs, behaviors, values, and symbols that we accept, generally without conscious thought, that are passed along by communication and imitation from one person to the next.

Community means the fellowship that results from sharing common attitudes, interests and goals, as well as the physical environment. A place where people live, visit, stay, work, volunteer, learn, and grow.

Making It Real

When you have the chance to learn more about Person Directed Living, take it. We ALL have a role to play in bringing Person Directed Living to life at Riverview.

Expect change. As we move forward, we will see that we are already doing many things to make Each Person We Serve a priority. We will also notice how we could do some things differently to achieve even more. This will mean changes to models of care, policies, practices, and more. Anticipating positive outcomes will help us navigate these changes.

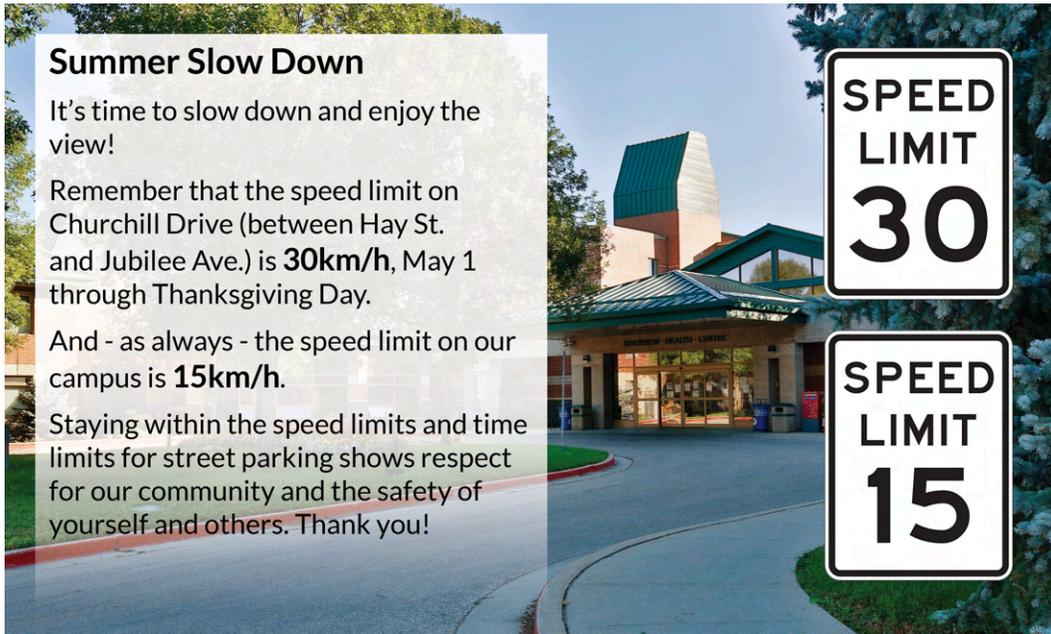
Campus News

The River Spa: Renovations Starting Soon!

The tub room renovations will begin in just a few weeks! All the 'behind the scenes' work that has been done has made us even more excited for the renovations to begin. While our existing tub rooms are functional, they lack the sense of warmth and relaxation that most of us enjoy in similar spaces in our own homes.

The revitalized spaces will benefit from the latest safety features, offer pleasant surroundings with modern finishes, and wrap patients and residents in warmth when they are at their most vulnerable. Here is a peek at what the rooms will look like after the renovations are complete - lighter, brighter, and oh-so-welcoming! These renovations are supported in part by your generous donations to the Riverview Health Centre Foundation. Thank you!

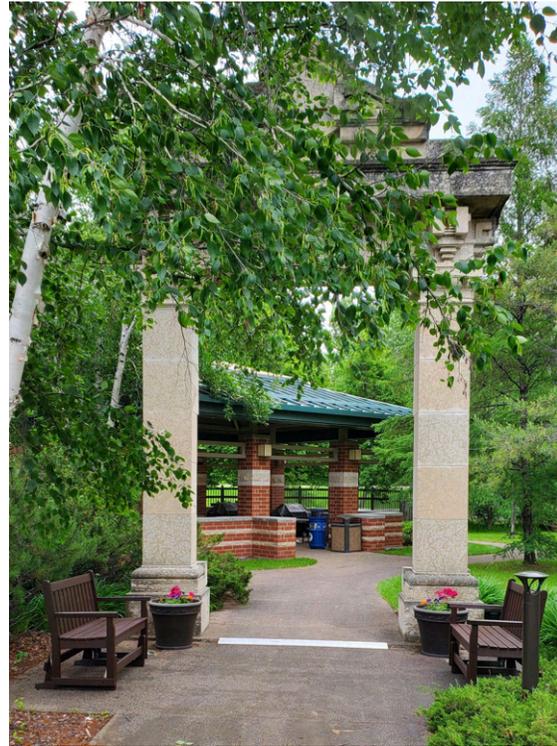




Riverview Courtyard Ready for Summer: Thank you Donors!



Because of RHC Foundation's **incredible donors**, Riverview's beautiful courtyard has been refreshed and revitalized with the installation of new outdoor furniture. **Riverview's Resident Council** proposed the plan, and donors helped bring it to life!



Sincere thanks to Clinton Voth and Emily Ewert for informing the selection of accessible furniture items, and to our residents and families for selecting the style and colour of the furniture. Stay tuned for more furniture items to arrive later this month. In the meantime, enjoy this lush, relaxing space with your loved ones.



Taking the Bus: A response from Winnipeg Transit



In mid-April, we sent a letter of advocacy to the City of Winnipeg, regarding the challenges that staff, patients, residents, and families face as a result of the current Winnipeg Transit service to Riverview Health Centre. We outlined the needs, the gaps, and the results of our staff and patient/resident/family Transit Surveys.

We recently a response from the Director of Transit. In short: our situation was acknowledged, we have been assured that changes are coming which will positively impact the service to RHC, and have been given an indication that these changes are expected to take effect on or about June 29, 2025. We have summarized the response below. Please be assured that we will continue to monitor the situation and advocate on behalf of the Riverview community.

RESPONSE SUMMARY

The Winnipeg Transit Master Plan outlines new routes across Winnipeg, resulting in significant changes to the city's transit services. The plan aims to enhance connectivity and efficiency. In the near future, the recommended new route network will be presented to the City Council for approval, with implementation scheduled to begin on June 29, 2025. Under this plan, Riverview Health Centre will be served by a combination of two services:

1. **Feeder Route:** During peak hours, a feeder route will connect Riverview Health Centre to Osborne Street and Jubilee Station on the Southwest Transitway.
2. **On-Request Service:** At other times, an on-request service will operate, allowing people traveling to or from Riverview Health Centre to request a bus via an app or by calling 311. The bus will pick them up within minutes.

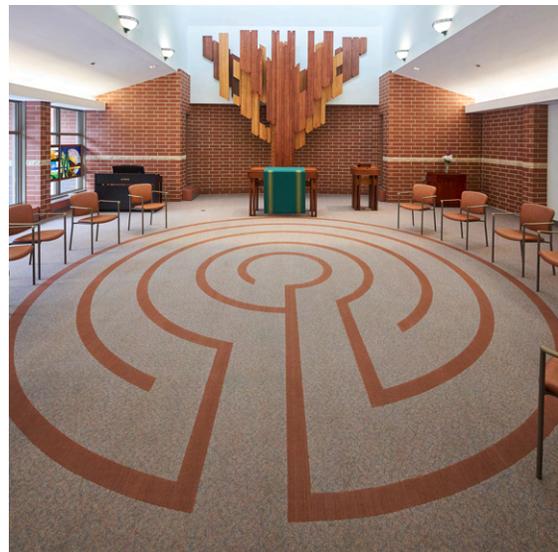
Notably, the on-request service will be available on weekends and evenings, addressing the current lack of service during those times. While this change may pose challenges for some, it is expected to improve overall connectivity for Riverview, as compared to existing service.

New Prayer Group

A new prayer group has begun to meet in the RHC Worship Centre on the first Monday of every month at 10:30am to pray the Holy Rosary together.

All residents, patients, family, friends, and staff are welcome to attend. Rosaries are available for anyone who is interested.

For more information, please contact RHC Spiritual Health Services at rhcspiritualcare@rhc.mb.ca.



Resident Council and Family Information Meetings

RESIDENT COUNCIL MEETING

The most recent Resident Council Meeting was held on Friday, June 14, 2024, chaired by Andre Hall Gruuska, CD2.

Moment of Tribute

The Council took time to say goodbye to *Jack Dalgleish*, Co-Chair of the RHC Resident Council, who passed away recently. We are grateful for all he shared with us and with the Riverview community.

Naming the Newsletter

Several names for the patient/resident/family newsletter were presented to the Council for discussion. The intent is to reflect the importance and value of community at Riverview; a simple, easy to remember name will also balance the breadth of information provided in the newsletter. This aligns well with the new Strategic Plan and Person Directed Living. The suggested names were:

- Neighbourhood News
- Community Connections
- Community Viewpoint

The Council tabled their decision, wishing to secure feedback from more residents before making their choice.

Courtyard Furniture in Place

Patient, residents, families and staff are already enjoying the bright new Courtyard furniture. Thank you Resident Council for your efforts, and RHC Foundation donors for your support!

Resident Council Meetings 2024

Friday, September 13

Friday, November 8

Thomas Sill Auditorium
2pm - 3pm

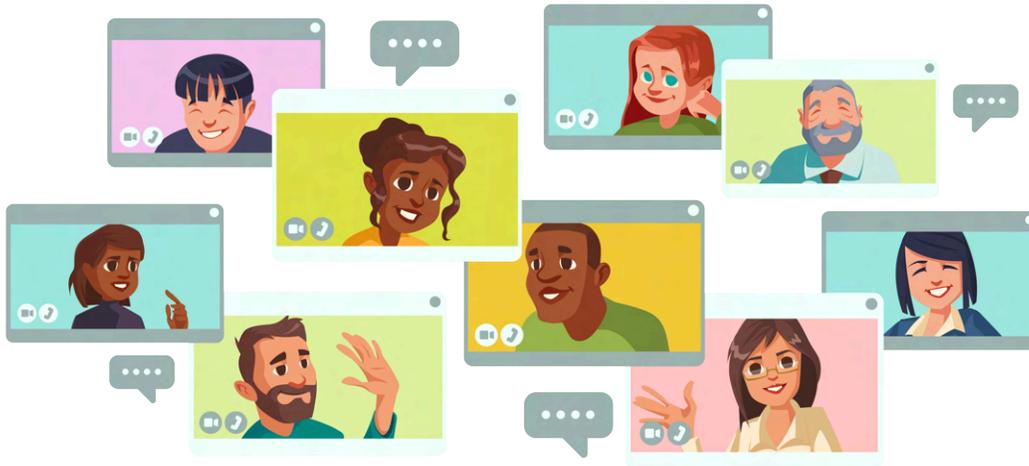
*All Residents are welcome!
For more information
please speak with the
Social Work team.*

Looking Ahead

The September meeting will focus on a visit from Linda Wilson, Constituency Assistant to The Honourable Wab Kinew, Premier of Manitoba.

Agenda planning will occur over the summer, in consultation with residents.

FAMILY INFORMATION MEETING



The most recent Family Information Meeting was held on Friday, June 14, as a virtual meeting. Here are a few highlights:

Natali Miller from Riverview's Infection Control team, shared a brief reminder about the importance of hand hygiene for everyone at Riverview, including patients, residents, and visitors. This simple act benefits all of us.

Preliminary results from the **Family Feedback Survey** are in. The relatively small number of responses make it challenging to draw any significant conclusions. It seems that either Wednesday or Friday meetings are workable, as are virtual or in person meetings. An education component will be incorporated, as and when possible. Further discussion made it clear that not everyone received the Survey, so it will be resent, and additional promotion will encourage more responses.

Carol Dynkavitch, Communications Specialist for RHC, asked the group to comment on the monthly patient/resident/family newsletter (the one you are reading now), and discovered that many participants did not know about it. Carol committed to working with Eva and Matt to improve awareness about the monthly newsletter and the Family Information meetings.

Q: What is the purpose of the Family Information Meetings?

The meetings are intended to be a friendly forum to ask questions, raise concerns, learn about resources, advocate, increase awareness through education, and connect with other Riverview families. When you attend, you are exercising your voice as a member of the RHC community.

Q: Are residents allowed to go to other units for activities?

In general, yes, provided there are no outbreak or other restrictions in place. The activity calendars for all communities are available on the website (rhc.mb.ca). Some activities are intended to involve several communities, such as concerts and campus-wide events.

Q: Ideas for education presentations?

Dementia, nutrition.

Several participants shared positive experiences that they and their loved ones have had at RHC. We are always happy to hear the special things that the Riverview team is doing for each person in their care.

If you have any questions about Family Information Meetings, please reach out to Eva Carrasco ecarrasco@rhc.mb.ca or Matthew Gregg mgregg3@rhc.mb.ca.

The next **Family Information Meeting** will be held in September. We will share details

Participants were invited to share questions or comments.

and a meeting link in the August newsletter.

Health and Wellness

If you have any questions about infection control, please contact the Riverview Infection Prevention and Control Team at 204-478-6172 or 204-478-5728.

My Loved One is on Isolation. What is Happening?

When your loved one is on Infection Control Precautions (Additional Precautions), staff use protective equipment such as masks, gloves, and gowns, and perform special cleaning tasks to protect them and other patients. These precautions prevent germs from passing to others, including patients, visitors, and staff. Precautions are important but can be challenging for patients and families alike.

Here are some ways you can help:

- Ask staff about the type of precautions that are in use. Having more information may reduce some of the stress you and your loved one may be feeling.

- Have objects of comfort on hand, as this can help lessen feelings of separation and loneliness.
- Keep several activities available to help minimize boredom.
- Increase family presence whenever possible.
- Maintain a daily routine as much as possible.
- Discuss available options for in-room or out-of-room activities with your therapeutic recreation specialist and/or nursing staff.
- If you notice major changes in your loved one's mood or behavior, discuss these concerns with the health care team.

Learning About Dementia Care: Creative Help • Improving Communication



This month, we are featuring insights on **creative approaches to helping** and **ways to enhance communication**.

You can access a short video for each topic by scanning the QR codes below with your mobile phone.

If you ever have any questions about what you or your loved one are experiencing, please reach out to the manager in your Riverview community.

HELPING ON THEIR TERMS

When someone does not want your help, try to get

VISITING AND COMMUNICATION

A person living with dementia may have trouble expressing themselves or understanding what you are trying to communicate. Here are a few tips that may help:

creative in your approach.

- Don't remind them that you are helping.
- Sneak your help.
- Anticipate and plan ahead.



Videos by Dr. Natali Edmonds at
Dementia Careblazers / Courtesy of
WRHA Continuing Care Program 2023

- *Use what you know about the person.* What do they like? What can they do? Offer options you know they will like.
- *Reduce distractions.* Minimize distractions in their environment. Be aware of hearing or vision challenges. Make eye contact.
- *Talk face to face,* rather than from behind or beside them. Speak clearly and simply.
- *Be flexible.* Talking with your loved one may be easier one day, harder the next. Changes in body language and behaviour can give you clues about how they are feeling.
- *Stay positive.* Be aware of your own tone and body language. Focus on connecting instead of correcting.



Person Directed Living at Riverview: Education Plans

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

Greetings to all! We hope you have been enjoying the bright greens and other blossoming colours that have been coming to life this past month. The Person Directed Living education plans have also been coming to life, and we are excited to share some of the details with you.



Feedback from the CD1 Team education trial was brought back to the leadership team and other staff groups to help make decisions on the Riverview-wide staff education plan.

There was unanimous support for the education and learning to be completed by team/community as opposed to 'mixing' people between different areas within Riverview. To support a team/community-based approach, we are tentatively planning to spread out the education as follows:

Cohort/Group 1

September 2024 - June 2025
Long term care/living communities (e.g.,
CD2-4, AB1&2, 3West, 2East, 2West)

Cohort/Group 2

September 2025 - June 2026
Palliative care, Rehabilitation care,
Support Teams (non-direct care/service),
Community Support Programs

As the Person Directed Living education is offered to the teams/communities, we would also like to include learning opportunities for residents/patients and family care partners connected to that team/community.

Thank you to those who have send in responses to our quick Person Directed Living learning survey. If you haven't had a chance yet, please tell us your thoughts on the best ways to support learning about Person Directed Living for you as residents/patients and family care partners. You can scan the QR code below or click on this link <https://forms.office.com/r/SH1cbBBqeF> to answer 3 questions.

Please feel free to reach out through the emails above if you have any additional questions or feedback about Person Directed Living at Riverview. Information and updates will continue to be provided in the monthly newsletter, so please stay tuned! - *With gratitude, Deanne & Kelly*



Therapeutic Recreation

Therapeutic Recreation is a health care profession that utilizes a therapeutic process, involving leisure, recreation and play as primary tools for each individual to achieve their highest level of independence and quality of life.

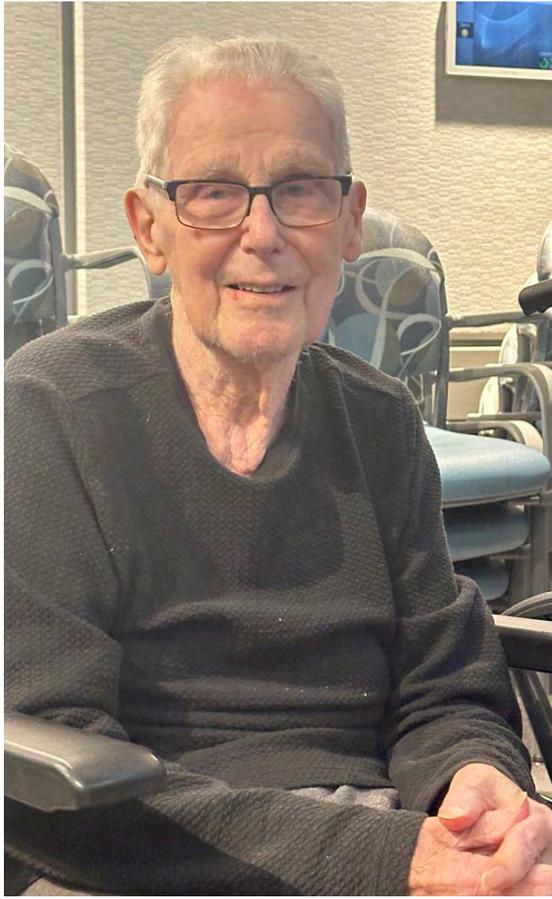
These activities are made possible at RHC through the generous support of donors to the Riverview Health Centre Foundation.

Click here for
the latest
recreation
calendars.

Father's Day gave us the chance to celebrate the awesome dads, grandfathers, uncles, and fatherly-figures at RHC. The Therapeutic Recreation team hosted a party worthy of these wise and wily special people, with the generous support of RHC Foundation donors. There were PLENTY of 'Dad' jokes, great music, and an appropriate choice of beverages and snacks!

It is a joy to honour these special people, especially those who can't be with their families on these important days. A heartfelt thank you to RHC's incredible donors. Your generous contributions make these celebrations memorable for everyone.







When the weather's this good, you'll find RHC residents soaking up every ray of sunshine!

Bike rides are frequently requested, and thanks to RHC Foundation's amazing donors, the new **Tri Bike** was an absolute triumph! Here's to more smooth rides and sunny days ahead!



Upcoming Events



**Riverview
MOTORCYCLE
SHOW**

Saturday, July 13
2pm - 3pm / Main Entrance
Everyone welcome!



**Riverview
CARNIVAL**

Wednesday, July 17
2pm - 3:30pm

Plan for Fun ~ Save the Date!

Riverview Health Centre Foundation

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

\$144,598 Raised at Cycle on Life 2024!

Thank you to everyone who participated in or donated to the 26th Annual Cycle on Life on June 9. It was a fantastic morning filled with fun and fundraising, all in support of a great cause. Thanks to the incredible efforts of our cyclists and sponsors, \$144,598 has been raised (so far!) for patients, residents, and clients at Riverview Health Centre.

A heartfelt thank you to the volunteers, participants, sponsors and everyone who made this event such a resounding success! Your dedication and generosity are truly inspiring.





Editor's Note



We couldn't wrap up the June newsletter without mentioning **Operation Gosling Rescue!** A goose and gander build their nest and raised their family on a friendly Riverview roof.

Normally, in a case like this, when the goslings are ready, Mama Goose will just nudge them off the roof and they will twirl down and land like fluffy little helicopters. This time, the roof ledge was too high, and the goslings couldn't get up on to it. It was time for a rescue!

Lisa from Prairie Wildlife Rehabilitation Centre came out to orchestrate the event. She caught the goslings in a net, placed them in a bucket (much to the

dismay of the parents), and lowered the bucket gently to the ground. A careful tip of the bucket deposited the goslings on the ground.

Once Mama Goose saw them safely in the grass, she flew down to reunite with her charges. Papa Goose, who had been supervising from the roof of the BBQ shelter, joined them. The feathery family was escorted safely across the roadways and then headed for the river.



Clients, patients, residents, family members, and staff had noticed the birds' predicament, and had been watching and worrying for a few weeks. Many watched the rescue from nearby windows and the courtyard, and applauded as the geese headed safely on their way. Thank you to Leanne Burton and Leanne Johnson for their photos of the goslings and their rescue, and Leanne Johnson for recounting the tale.

As always, if you have comments or suggestions for this newsletter, please email Carol at cdynkavitch@rhc.mb.ca. The next issue will be published on Tuesday, July 16, 2024.



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