



health

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Riverview President Norm Kasian and student nurse Sara Reid, of the Red River College/University of Manitoba Joint Baccalaureate Nursing Program, enjoyed their time at the Alzheimer Coffee Break on September 18.

Health Information Services Supports Centre-Wide Quality Initiatives

Health Information Services at Riverview Health Centre has evolved into a lot more than just a medical records department.

These days, the department looks after three core services: health information, which includes patient records and electronic datasets; communication systems, including telephone, voice mail and the operation of Riverview's information centre; and corporate information and decision support, which includes supporting hospital-wide quality initiatives.

According to Pat Zaborniak, Manager of Health Information Services, it's in the latter area that her department has experienced its most positive growth when it comes to quality.

The customer comment card system is one example of where her department is an integral part of providing quality service.

"In order to make it work, someone has to actually pick up

the cards, review them, route them to the appropriate place and track what action follows," says Zaborniak.

Health Information Services has evolved into a lot more than just a medical records department.

For example, one comment card lamented that a patient on the Palliative Care Unit could not get a personal phone line set up in a timely manner by the external phone provider. This left her with no way of communicating with her family after they left the Centre.

Zaborniak and her team sprang into action. Partnering with reps from Patient Care and Finance, they developed a "home grown" phone system, which can be offered at a reasonable charge, 24 hours a day. "Now, even if a patient comes in the middle of the night, a phone can be set up before the family leaves," says Zaborniak.

Health Information Services is also responsible for processing the surveys every family receives when a patient is discharged. Taking over that job has freed up unit staff to deliver the hands-on medical care. It works like this: Zaborniak's staff send the survey out. When it comes back, they analyze the results, then share them with the departments and services.

"This way, Centre staff don't have to worry about the administrative side of the surveys," says Zaborniak. "They just need to focus on what we find out. For example, if a family says they didn't receive enough information, we can look at initiatives that give families more information."

"Health Information" continued on page 8...

Riverview Health Centre Staff Help Raise Awareness and Funds for Alzheimer Disease

When staff at Riverview Health Centre shared a morning cup of coffee on Thursday, September 18, they also shared in a project that supports the Alzheimer Society of Manitoba. For a number of years, the Centre has joined in the Alzheimer Coffee Break, a national fundraising event that promotes awareness while raising revenues.

"We had a family member of one of our Alzheimer patients pour coffee again this year," says Laurie Cerqueti, Patient Care Manager on the Alzheimer Unit and an organizer of the event at Riverview. Riverview Health Centre's President, Norm Kasian, also volunteered for a shift.

Open to both public and staff, the Coffee Break was held between 8:00 a.m. and 11:00 a.m. in the Centre's main Cafeteria. Nutritional services provided the baking and beverages, sales of which went to the Alzheimer Society.

Many people also made donations and had their name placed on one of the coffee cup stickers on the wall. A pledge of \$5 or more merited an entry into a draw for several prizes.

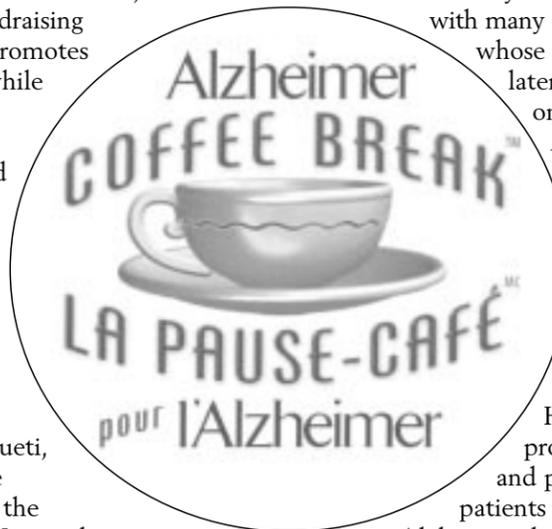
"Once again the event was very well supported," notes Cerqueti. "People feel it's such a good cause and they are very generous with their donations." In total, the event raised \$353.00 for the Alzheimer Society of Manitoba.

The Society is involved with many of the families whose loved ones later come to live on the Centre's Alzheimer Unit. "They also provide pamphlets and staff education," adds Cerqueti. Riverview Health Centre provides services and programs to patients living with Alzheimer disease in a unit specifically designed to meet their particular needs. Private rooms and an abundance of natural light contribute to a home-like atmosphere.

As well, the walls are lined with landmarks, such as quilts, to help residents identify where they are and how to find their rooms.

Meanwhile, the oval shape of the hallways allows patients to meet their

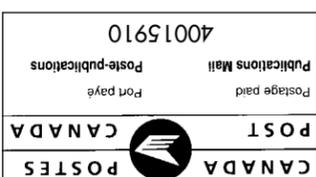
need for continuous pacing in a corridor that never comes to an end. The units also connect to an enclosed outdoor wanderway that lets patients safely go for walks to enjoy the outdoors.



The Alzheimer Society is involved with many of the families whose loved ones later come to Riverview's Alzheimer Units.

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Staff Appreciation: Music is Theme for Day



The staff appreciation reception this year was literally “music to the ears” for the 775-plus employees at Riverview Health Centre.

The June 11 event, held in the Courtyard Café, had a musical theme. As employees enjoyed cake and coffee, they relaxed to a varied selection of music, piped into the courtyard through the Centre’s public address system.

But the high note of the afternoon was the presentation of a small FM radio with earphones to each and every staff person by their immediate supervisor.

“It was nice because every manager presented their employees with the gift and personally thanked them for the work they do every day,” said Nancy Steski, Supervisor of Support Services and chair of the Staff Events Planning Team.

Employees who were not able to attend the staff appreciation event were given their gift later by their supervisor. Night staff also received a treat: coffee and cake was delivered to their work areas.

Nearly 300 staff turned out for the event, which included the presentation of three staff awards.

Employees Receive Awards at Staff Appreciation Event



Susan Mason (left), Patient Care Manager and Sandra Stewart (right), Executive Director of the RHC Foundation, are present when Shawna-Lyn McPhee receives her Bursary from Bob Brennan, Chair of the RHC Foundation.

The Robert (Bob) B. Brennan Education Bursary

Shawna-Lyn McPhee became the first recipient of the new Robert (Bob) B. Brennan Education Bursary on June 11. Named in honour of the Riverview Health Centre Foundation’s inaugural Chair, who has been serving in this post for five years, the bursary is provided to assist Centre employees in continuing their professional education.

McPhee is a worthy recipient of this honour. She has been employed at the Centre since 1996, when she was hired as the Respiratory Attendant for the Huff and Puff Club. She joined the Centre’s Respiratory Program (2 East) in May 1996 as their full-time Activity Worker.

“Shawna is a very positive person who is well-suited to working with patients with chronic disease,” says Susan Manson, Patient Care Manager on 2 East. “She is a natural with her sense of humour, her listening skills and her ability to be empathetic. Patients are comfortable with her and she is respected by everyone.”

McPhee has also accepted responsibilities over and above her work duties at the Centre. She has been a volunteer worker at Klinik, and over the past year she has been Riverview’s activity worker representative to the Winnipeg Regional Health Authority’s discipline-specific working group.

In 1995, McPhee completed a degree in Human Ecology, with a major in Family Studies, from the University of Manitoba. She is now pursuing a degree in Social Work from the same university.



Diane Hoddinot (left), RHC Dietitian and a member of the Corporate Education Committee, presents Laurie Cerqueti (middle) with her award, while Pat Johnston, Patient Care Administrator, looks on.

The Jean Cummings Bursary

The recipient of the Jean Cummings Bursary for 2003 is Laurie Cerqueti, Patient Care Manager of AB1. This award provides employees pursuing work-related continuing education with financial assistance, and Cerqueti is a most deserving recipient.

In the three years she has worked at Riverview Health Centre, she has been active on many committees (including one looking at pain measurement in cognitively impaired residents), the Nursing Quality Improvement Committee, the Corporate Policy and Procedure Committee and the regional Special Needs Task Force.

Cerqueti has attended conferences and workshops on topics ranging from person-centered care to caring for people with delirium and dementia, and has presented at conferences, workshops and in-services on such topics as sensory stimulation, enhancing care and “Special Needs: Special People.”

Cerqueti is a “role model for other team members and uses positive problem-solving approaches in her management style,” says her supervisor, Pat Johnston, Director of Patient Services, Personal Care Home Programs.

Currently, Cerqueti is enrolled in the Master’s of Science in Administration, Health Care Stream, offered through Central Michigan University. She hopes to graduate in 2005.

The Jean Cummings Bursary honours its namesake, who served on Riverview’s board with great distinction from 1987 to 1997. The bursary was established in 1996.



Molly Blake (middle) receives her award from Helen Zielinski (left), Clinical Educator and a member of the Corporate Education Committee, and Shirley Ladd, Manager of Allied Health.

The Nitikman Award

The 2003 recipient of the Nitikman Award is Molly Blake, the Infection Control Practitioner at Riverview Health Centre.

This award was established in 1988 in memory of former Manitoba judge, the Honourable Israel Nitikman. It provides funds for recipients to further their education in a way that will benefit the practice of nursing at the Centre.

Blake began her career as a nurse at Riverview in 1996. She assumed her current position in May 2001 and is working towards a masters degree in health care systems through a distance education course offered by Athabaska University.

The university course she is taking is only one aspect of her continuing education. She is also active in both locally and nationally-sponsored courses in the area of infection control. As well, she is an active participant in the Manitoba chapter of the Community and Hospital Infection Control Association.

“Molly takes advantage of any opportunity for education in the area of infection control,” says her supervisor, Shirley Ladd, Manager of Corporate Allied Health at Riverview.

“This award recognizes the responsibility Molly takes to further her education,” adds Ladd. “Because of how up-to-date she keeps herself, she is a great asset to Riverview Health Centre, especially in view of the increased profile of infectious diseases. She works really hard at keeping herself up-to-date and therefore keeping the Centre’s practices up-to-date.”

Riverview Health Centre’s GIFT SHOP



Items for Sale:

- Health & Beauty Products
- Gifts & Greeting Cards
- Newspapers & Magazines
 - Postage Stamps
 - Beanie Babies
- and much, much more!



Hours of Operation:
10 a.m. to 4 p.m. Mon - Fri
1 p.m. to 4 p.m. Sat & Sun

The Gift Shop is operated
by Riverview Health Centre
volunteers.

Come and Visit Riverview Health Centre’s Website at www.riverviewhealthcentre.com



You’ll find information on
the Centre’s programs and
services, research and
education, employment and
volunteer opportunities,
seniors’ stories, and more!

The End of a Life: Helping Loved Ones to Live with Life-ending Diseases

Finding out that a loved one is going to die causes many feelings. While we all know we are eventually going to die, that knowledge does not make dealing with death any easier. And although many cultures see death as part of the life cycle, it is a sad and sometimes scary experience.

"In our society, death is sometimes seen as a failure – whether it is the failure of the medical system or the failure of the individual," says Fred Nelson, a social worker in the Winnipeg Regional Health Authority (WRHA) Palliative Care Sub-Program. "Really, death is something that happens to all of us – it's just a matter of when and how."

There is no one right way to act when dealing with the coming death of someone you know. While you should try to act as normally as possible, you should also take your cues from the person who is dying. Whether they want to talk about their disease or how they are feeling is up to them. As their support you should respect their decision. However, if you are their primary support or caregiver, you do need to make sure that all of the practical issues related to death are taken care of.

"Some people may not want to know that death is nearing," says Dr. Mike Harlos, Medical Director, Palliative Care Sub-Program, WRHA. "But there are implications from that choice. Decisions about burial, estate planning and all the

practical issues of dying – who will be making these?

"As well, people who want to die at home need to know more than people who stay in the hospital. Someone, if not the person dying, needs to be fully informed about what to expect in the progression of the disease."

Do not try to "be strong" for the person.

Your presence is sometimes the most important thing.

You should also recognize your own feelings and emotions and how they might be affecting the person dying. Do not hold back information because you think that by doing so, you will be easing another's suffering. You need to explore what the person wants to know and seek their permission to share information.

"People are pretty resilient," says Harlos. "When a family member tells me that their loved one should not hear information, I wonder why they are not being open. Is this from their own discomfort?"

Nelson agrees. "Instead of protecting your family member, you may be isolating them further about their fears and concerns.

They may not understand why their body is changing or what is happening to them."

Do not try to "be strong" for the person or think that you should act a certain way. "Your presence is sometimes just the most important thing," says Nelson. "Avoid using clichés, or making assumptions that you know how they feel. At the same time, do not minimize how the person is feeling by telling them not to worry or that they will be fine."

Nelson says that it is important to avoid the extremes of being blunt or minimizing people's feelings. "If you are totally blunt – that is abusive. If you tell them that they are going to beat their disease when evidence says otherwise, it's equally abusive. It is important to help people 'redefine hope.' This may mean not focusing on hope for a cure, but rather, hope to live as well as one can with the time remaining."

The most important thing, says Harlos and Nelson, is to be honest and remain open, receptive and perceptive to the person who is dying and to make the most of the time that you have together.

The WRHA Palliative Care Sub-Program offers consultation and coordination services for people with life-ending illnesses and their families. For more information, please call: 237-2400.

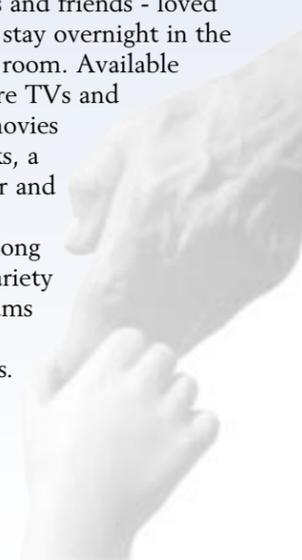
Reprinted courtesy of WRHA Communication

Riverview Health Centre's Palliative Care Program

The Riverview Health Centre's Palliative Care Unit (3 East) is a 30-bed specialty inpatient unit designed for the care of patients with life-limiting illnesses.

The goal of palliative care is to achieve the best quality of life possible for patients and their loved ones. Patients are admitted in order to optimize control of such symptoms as pain, shortness of breath, nausea or other problems. Once a patient's symptoms have been managed, discharge home or to a hospice or personal care home may be appropriate.

The Unit welcomes family members and friends - loved ones can stay overnight in the patient's room. Available for use are TVs and VCRs, movies and books, a computer and internet access, along with a variety of programs run by volunteers.



Computer on Palliative Care Unit is Multi-purpose Tool

A computer for patient and family use is the focal point of a new resource centre on the Palliative Care Unit at Riverview Health Centre.

Tucked away in one corner of the dining room on the unit, the patient-family resource centre boasts a computer hooked up to high speed Internet, along with a resource library of books, videos and magazines.

A computer is the focal point of a new resource centre on the Palliative Care Unit.

The computer is an especially welcome part of the centre, according to Donna Goodridge, Patient Care Manager on the Unit. "It allows patients and families to have access to word processing and Internet," she says. "People are using e-mail more and more to contact relatives across and outside the country." E-mail is a quick and convenient way to keep in touch with family and friends during a difficult time.

The computer is also being used for recreational and practical purposes – some patients are using it to write their own obituaries, or families use it for that purpose

when they have some down time, Goodridge says.

Access to the Internet also makes the computer a useful therapeutic tool. "One of our hopes is that, with the Canadian Virtual Hospice being launched, people will be able to access that site. There are chat rooms for patients and caregivers seeking more information and wanting to share with people in the same situation. It's all a form of patient education and support," says Goodridge.

The website is the creation of Dr. Harvey Chochinov, head of psychosocial oncology at CancerCare Manitoba.

The Palliative Care Unit's resource centre also has general interest magazines, as well as a list of books available for loan.

"We've developed a library of books to try to address the diverse needs of our population – young parents with small children who need some resources to talk to their children about death, children of older parents who are dying, spouses who have lost their partners...we try to address as many of their needs as possible," says Goodridge.

A number of videos are also on hand for patients to view by themselves or with visitors. Titles include both therapeutic topics and Hollywood movies.

Contributions to Palliative Care Unit Greatly Appreciated

The Riverview Health Centre Foundation's innovative fundraiser, the Palliative Care Enhanced Services Campaign, made it possible to purchase 30 entertainment systems for installation in patient rooms on the Centre's Palliative Care Unit – including cable connection.

The availability of television monitors and VCRs truly enhances the quality of life for patients and their families. They are able to sit back and relax during a difficult time with a movie, a family video or a favourite TV show. Previously, families had to arrange to obtain their own televisions – an onerous task when there is so much else to think about.

Riverview's 30-bed Palliative Care Unit has about 450 admissions per year and is one of the largest palliative care units in Canada. Working in conjunction with the WRHA Palliative Care Community program, the Unit admits almost 70 percent of its patients directly from their homes. The remainder of admissions come from acute care hospitals. Approximately 25-30 percent of admissions are able to return home after their symptoms are managed.

The generous contributors to the Palliative Care Enhanced Services Campaign have helped to make life better for Riverview's Palliative Care patients and families. They are:

Mr. F. Wayne Alsip	Mr. Chris Martin
Mr. Stephen Anema	Mercer Human Resource Consulting
Ms. Phyllis Arnold-Luedtke	Ms. Marion Moore
Dr. Jan Brown	Vernon E. Nelson
Estate of Irma Burrell	North/South Consultants Inc.
Cropo Funeral Chapel Ltd.	P.M. Associates Ltd.
Ms. Shirley Denesiuk	Carolynne Presser
Graham Dixon Limited	Shirley Render
Mr. Prabhakar Gupta	Robinson Lighting
Mrs. Linda Hanson	Dr. Ken Skinner
Hobbs & Associates Ltd.	Dr. Gene Solmundson
Mr. Matthew Jones	Ms. Sandra Stewart
Maxine Kaufman	Tetres Consultants Inc.
Dr. Scott Leckie	Dr. F.C. Violago
Manitoba Hydro Employees' Charitable Donations Committee	Mr. Curt Vossen
Mr. Bryan Manning	Wardrop Engineering Inc.
	Dr. Al Wichar

Donor Recognition Event Honours Foundation Contributors

This year's Donor Recognition Event, held on September 16 in the Centre's atrium, attracted a crowd of 150 Foundation contributors who were treated to Ugo's Barbeque and the wonderful sounds of Ron Paley.

This gathering of donors takes place each year to honour those whose names are new to the donor wall, as well as those who have moved up a level of giving. Donors' names are added to the wall when cumulative giving reaches \$1000.

This will be the last year for new names to be added to the glass donor wall, situated near the information desk in the atrium. This stunning work of art, created by renowned glass artist, Warren Carther, is filled to capacity. The Foundation is currently working on the development of a new donor recognition vehicle.

Cycle on Life Conservatory Opens

During the evening, guests were invited to the official opening of the Cycle on Life Conservatory, which was funded through money raised in the Foundation's Cycle on Life 2003 event.

The Conservatory was completed this summer and was built for year-round use. This glassed-in room, which is located near the main entrance of the Centre, can be converted to screens in the summer, enabling patients, residents and family members to enjoy the bright sunshine during all seasons. In addition to informal

use of the room, people will be able to enjoy the area when it is booked for special events.

Donor Recognition Event guests were also given the opportunity to be the first to tour the Foundation-funded Riverview Heritage Museum, which

formally opened the following day. (See story below for information on the Museum).



Alyson Schwartz cuts the ribbon at the official opening of the Cycle on Life Conservatory as fellow Foundation Board Member, Dal McCloy, looks on.

Heritage Museum Reveals Vital Link Between Proud Past & Healthy Future

On September 17, 2003, the Riverview Heritage Museum opened its doors to the public, celebrating both the unique history and the exciting future of the facility.

Viewing the photographs and artifacts in the Museum is a walk down memory lane for those who are familiar with Riverview Health Centre, but it is also a vivid portrayal of the history of health care in Manitoba. From its start in 1911 as a hospital for communicable diseases to its astonishing transition in the 1990s to a state-of-the-art facility for long-term and rehabilitative care, Riverview has always been renowned for its ability to change with the times to meet the health care needs of the day.

The Museum captures all of this through well organized groupings of artifacts, photographs, brochures, portrait galleries, murals and descriptive writings. For example, one of the last remaining iron lungs from the tragic epidemic in the early 1950s is on display, as are mid-century nursing uniforms, doctor's utensils and medicine chests.

The founding curator is Jean Bissett, Coordinator Education Services from 1975 to 2001. Because of her interest in history, Bissett became Riverview's unofficial historian, retaining the early materials and adding to the collection through the years. She remained after retirement to work on the Museum and Archives Projects.

"I was asked to start work on the Museum in the summer of 2002, and it has been a labour of love," she admits. "It is wonderful to finally see the results that display the memories for the benefit of the whole community."

Expert assistance in setting up the Museum was provided by Creative Display, a Winnipeg company, who translated the existing photographs into artistic exhibits and wall decors. The staff from the Centre's Plant and Property also contributed their skills to the various installation details.

Those visiting the Museum will find a pictorial account of the devastation of the site during the Red River Flood of 1950, including one shot that shows the top of an ambulance barely visible at the water's surface. They'll also view photos of children with whooping cough lined up in their cribs in the King George Hospital (circa 1920) and adults with tuberculosis convalescing on the sunlit balcony of the Kind Edward Hospital. Both of these buildings are now demolished.

Those turn-of-the-century buildings, known until 1993 as Winnipeg Municipal Hospital, were torn down in 1999 to make way for a brand new state-of-the-art medical complex. Images of cranes, bulldozers and wrecking balls yield to red bricks, mortar, home-like furnishings and smiling faces of caring staff in the new facility, now known as Riverview Health Centre.

The Museum also showcases another important component of Riverview Health Centre's past: its role in the unfolding history of nursing education in Canada. In 1914, Riverview began partnerships with nursing educational institutions, providing a clinical practice setting for student nurses.

"Back then, the focus was on disease prevention and care of all ages of patients diagnosed with communicable diseases," says Bissett. "This teaching legacy continues today as affiliations with the University of Manitoba, Red River College and other schools are fostered."

Today, students learn and practice nursing skills related to the needs of older adults requiring rehabilitation, complex continuing care, personal care or end-of-life care.

There is no doubt that the Riverview Heritage Museum tells an important story – one that has, through its vivid chapters and pioneering characters, influenced the way we provide care at this dawn of a new century.

The Archival Project

Bissett is now turning her attention to sorting and categorizing various other archives, including photograph albums and publications dating from the early days of the facility to the present.

Previously, these archival items had been stored in the vault in the King George Hospital and in cupboards in the Education Services area. The Archives Room, located in Room 436 of the Princess Elizabeth Building, will be the new home for this historical material.

Bissett is obtaining assistance from Diane Haglund, Program Coordinator at the Association for



Manitoba Archives. Haglund has experience as a consultant for such projects.

"You wouldn't believe the number of times I have been approached by people who have a need for some of this information," says Bissett. "Students, film makers, health professionals and members of the community have all called to obtain information to enhance their various projects."

It is hoped that the sorting and classification of the archives will result in easier and more streamlined access to the collection in the future.

Visiting the Museum

The Riverview Heritage Museum is located in room 238 in the north corridor, Level 2, Princess Elizabeth building. Tours can be arranged through the Centre's Public Relations office at 478-6271. Regular Museum hours are 9 a.m. to 4:30 p.m.

Interested individuals can purchase a historical video depicting the Centre's history for \$10.

The video is available at Financial Services, Level 2, Princess Elizabeth building.



Ron Birt, Director of Planning & Development (L) and Dal McCloy, Foundation Board Member, accompany curator Jean Bissett as she cuts the ribbon for the Heritage Museum.

First Annual RBC Dominion Securities Golf Tournament Raises Money for Riverview

On Thursday, September 18, the first annual Frank Wade and Vince Boschman Golf Tournament raised \$10,000 for the Riverview Health Centre Foundation. Despite the brisk fall air, 36 clients of RBC Dominion Securities enjoyed their time on the greens of Bridges Golf Course, near Starbuck, northwest of Winnipeg.

"Our clients appreciated the fact that it wasn't just a round of golf, it was a fundraiser as well," says Boschman, one of the two RBC Dominion Securities investment advisors who organized the tournament. "Based on the demographics of our clients, they had many ties with the facility."

What started as a simple client appreciation event eventually turned into a fundraiser when he and Wade realized that it was the perfect opportunity to help a facility they appreciate and admire. Riverview Health Centre has been a client of RBC Dominion for six years.

"Staff at Riverview are very proactive in educating about the need for funds to enhance people's quality of life at Riverview," notes Wade, a participant in several of the Centre's Cycle on Life events.

During visits to Riverview, both Wade and Boschman have been impressed with such amenities as the Conservatory, with its beautiful sitting area and windows. Consequently, they set their sights on a precise amount that would go towards a particular project.

"We wanted to raise \$10,000 to be used to enclose a balcony on one of the hospital units," says Wade. "With the growing threat of West Nile, the balcony enclosures were necessary to protect patients."

The two investment advisors note that by making a significant financial contribution, RBC Dominion Securities enabled them to reach their fundraising goal. "We are planning to do the event again," adds Boschman. "This year we had 36 clients out and we're hoping to double that to 72 next year."



Frank Wade (left) and Vince Boschman of RBC Dominion Securities organized a golf tournament to raise money for one of Riverview's balcony enclosures.



Family Funds Balcony Enclosure

A donation made to the Riverview Health Centre Foundation by the Jervis family has funded a balcony enclosure on 3 West. The balcony was dedicated to Bill and Pat Jervis, who were both residents at the Centre. On the evening of September 16, daughter Ruth Rampling, son Brent Jervis and daughter-in-law Laurie Jervis were present when a plaque dedicating the balcony was unveiled.

Bill and Pat Jervis loved sitting on their balcony at home, spending many hours together enjoying the scenery and fresh air.

The Jervis family is delighted to honour their parents in this meaningful way while helping other patients' families at Riverview.

Enclosed balconies are still available for dedication. For more information, call 478-6270.

Brent Jervis and Ruth Rampling on the enclosed balcony that was dedicated to their parents.



Your endowment will ensure quality of life for future generations.

The Riverview Health Centre Foundation,
One Morley Avenue,
Winnipeg, Manitoba
R3L 2P4
478-6271
www.rhcf.mb.ca

Give a gift that lasts...

Showing people how much you care is a special part of life.



Each and every one of our families will some day be confronted with a long term illness, such as cancer, stroke, Alzheimer's disease, heart disease, diabetes or respiratory disorders. When that time comes, won't you feel secure knowing that world class facilities and caring staff are available to assist your loved ones in their time of need?

The Riverview Health Centre Foundation... supporting rehabilitative and long term care in Manitoba.



New Foundation Event Expected to Attract Flocks of Enthusiasts

The Riverview Health Centre Foundation is planning a new fundraising event that will feature one of North America's most popular leisure activities – bird watching! Called "An Event for the Birds," the initiative will include a birdhouse building contest and auction.

Many of Winnipeg's top architectural and contracting firms, along with anyone else who would like to raise funds for the Foundation, will sponsor the design and creation of a birdhouse – and not just any birdhouse! All participants are encouraged to be extremely creative with their project.

The magnificent birdhouses that are expected to emerge from this challenge will then be auctioned to Foundation supporters at a reception to be held on **April 22, 2004** at Riverview. The event will include light fare and entertainment, as well as a silent auction.

Anyone who would like more information on this event can call 478-6197.



Come Out to See the Holiday Lights!

The Riverview Health Centre Foundation invites everyone to a family evening on November 26. That is the night the holiday season lights will be turned on at the Centre.

Called the Festival of Lights, Riverview's display includes a 30-foot high tree and various light sculptures, including angels, deer, poinsettias, soldiers and bells. It's quite a show when they're turned on and will no doubt get everyone into the holiday spirit.

At this year's event, refreshments, goodies and holiday entertainment will be available. As well, the view of the lights will be enhanced because the new Cycle on Life Conservatory can be used. Some guests will even have the opportunity to view the Centre Courtyard display from the bird's eye vantage point of the enclosed balconies on the hospital building's second floor.

Guests are encouraged to purchase a Festival of Lights card for \$2 in honour of a loved one. Proceeds support Foundation initiatives and services.

The Festival of Lights was initiated as a way to bring patients, family, staff, visitors and the surrounding community together during the holiday season. The area outside the main entrance, the Centre Courtyard and other smaller courtyards are home to light sculptures and glittering trees, commemorating one of the most heart warming traditions of our time.



Thanks to Oasis of Care Team for Job Well Done!



The Riverview Health Centre Foundation would like to thank the staff volunteers who helped make the "Oasis of Care" Hole at the Chamber of Commerce 13th Annual Golf Tournament, held June 18 at the Pine Ridge Golf Club, a success. They are, from left, Nancy Steski, Supervisor of Support Services, Kerri Billington, Public Relations Assistant, and Massage Therapists Nina Lee and Giselle Carrier.

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

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
Friend	\$100 - \$999

In Memory or in Honour Of

Gifts were received for the following people from June 1/03 to Oct. 31/03:

Nanay Abril	Patrick Ibbotson	Samuel Ostrove
Elaine Anhalt	Cecil Laverne Innes	P. Parks
Raymond Ariano	Linda Jackson	Mary Penner
Teresa Bachraty	Eileen Janzen	Neila Pointon
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 Riverview Health Centre Foundation Mrs. _____
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I/We would like to know more about volunteer opportunities.

Receipts will be issued for donations over \$10
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Thank you for your generous support of Riverview Health Centre Foundation

United Church AOTS Men's Club Members Receive 50 Year Award



Coordinator of the AOTS Men's Club volunteers at Riverview, Harry Burdon (second from left), joins three members who received 50 year plaques. They are (from left): Ernie Orpin, Jim Duncan and Alain Kerr, who received the award for his father, Murray.

For many patients and residents, attending Sunday morning service at the Worship Centre would be impossible without the energy and commitment of a unique group of people. Since 1953, the United Church AOTS Men's Club has provided transport assistance at Riverview Health Centre to those who wish to gather for worship.

On the evening of September 14, their invaluable contribution was recognized during a special service of thanksgiving for all volunteers involved in pastoral care at the Centre. Approximately 125 people gathered in the Worship Centre and the adjacent Thomas Sill Auditorium. Among them were three AOTS members – Ernie Orpin, Jim Duncan and Murray Kerr – who received a special plaque commemorating 50 years of service at Riverview.

"It's sure worthwhile and very fulfilling," acknowledges Orpin. "We get to know the people – they become your friends and they look for you every Sunday."

Orpin's current role is to direct wheelchair traffic as it arrives, ensuring that everyone is where they want to be. "There are a number of people who like to sit in the same place every Sunday," he explains. "If they are where they want to be, they enjoy the service." Some people sit in the Thomas Sill Auditorium, which is connected by an audio-visual feed.

Like Orpin, Harry Burdon first started by wheeling patients and residents from the units to worship services. In 1976, he assumed the role of coordinator of the 250 AOTS members who donate their time to the Centre. As well, he and his son escort patients on the Special Needs Unit.

"I think that with AOTS coordinating things, more people from across the Centre are able to make it to the service," reflects Burdon. "Every Sunday morning, eight of us go to the units to see who wants to attend. We have people from all different faiths coming to the service. Fellowship is what they need and want. This gives them that opportunity."

Designed to serve the spiritual and religious needs of the whole Centre, the Worship Centre is a spiritual sanctuary that welcomes people of all faiths. "We hear a different service every Sunday delivered by different ministers," says Orpin.

He adds that he enjoys both the services and his interaction with the patients and residents. In recent years, however, he has noticed a drop in the number of volunteers.

"It would be good to see more young people," he notes. "Our volunteers aged 15 to 18 are so good with seniors." Over the years, the AOTS Men's Club has welcomed the participation of other church groups – such as Faith Lutheran – as well as women and youth.

New Sign Welcomes and Informs Visitors to Riverview



The new electronic sign provides feel-good messages, along with information about upcoming events and thank yous.

Visitors and staff arriving at Riverview Health Centre now have an additional way to keep informed. A new, five by seven foot electronic sign was installed by the Centre's main entrance in August.

Pertinent information about upcoming events at the Centre, thank yous, reminders, and frequent "feel good" messages are all suitable content for the sign, according to Kerri Billington, Public Relations Assistant at the Riverview Health Centre Foundation.

"I'm the one who programs it, but it's the staff who convey information to our office," says Billington, who simply types the information on her office computer and, at the touch of a button, makes it appear on the sign's screen.

"It's a fantastic way to display information accurately and in a speedy fashion – everything goes up in a matter of seconds," she says. "We have had several compliments from visitors about the messages and our friendly graphics."

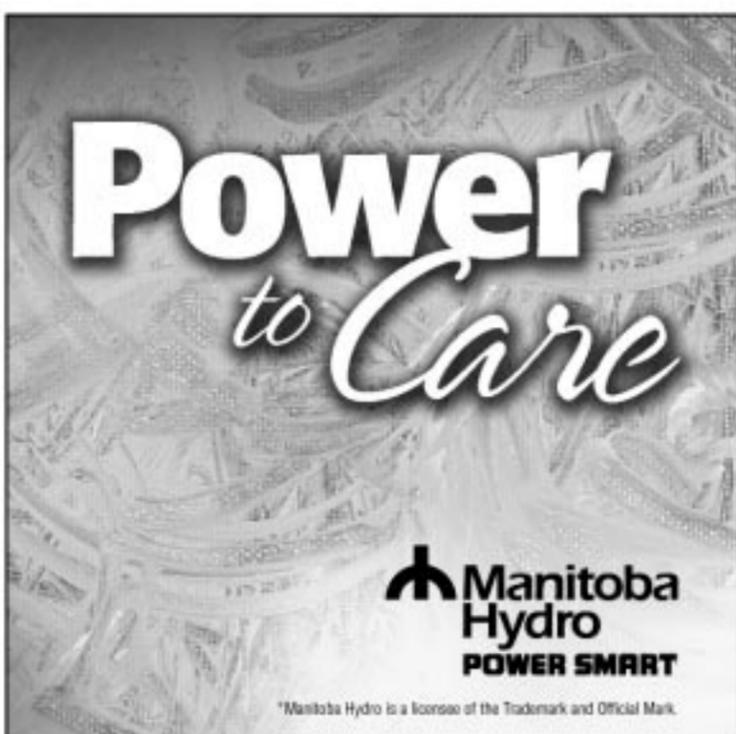
Riverview Health Centre Staff Support United Way

Staff at Riverview have generous spirits, and they show it every year during the United Way Campaign.

This year, three events raised money for this cause. First, staff participated in a raffle, with some great gifts as prizes, during the weeks of October 14 and 20th. Then, a putting contest took place, during which people could try their skill for a chance at a prize. On October 24, a bake sale attracted dessert lovers, who willingly purchased the available goodies.

Starting in early November, staff will be given the opportunity to take part in a payroll deduction, with proceeds going to United Way. In previous years, Riverview employees have been very generous when presented with this option.

At press time, the final tabulations on the amounts raised through these initiatives were not yet available. Watch for the next newsletter to find out how well we did!



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President's Forum Well Attended

The Thomas Sill Auditorium was the location of a lively discussion on October 1, when about 50 staff members met with Riverview President Norm Kasian over the lunch hour. The event was the President's Forum, which is held approximately every six months.

A couple of weeks before the date of the Forum, staff members receive an invitation to submit questions through a pay stub attachment. During the first half of the Forum, Kasian answers these questions, then asks for queries from the floor.

"It's a really informal, relaxed time," says Kasian. "I think everyone thoroughly enjoyed themselves – I know I did!"

Manny different topics are discussed at the Forums, and this time around much of the conversation concerned the Winnipeg Regional Health Authority's ABC Project. This review is comparing the performance of Winnipeg health facilities to national benchmarks. Some indicators include length of stay, staffing patterns, administrative structures and scope of service.

The Princess Elizabeth Guild: New Members Welcome

The Princess Elizabeth Guild, which is celebrating 55 years of service to Riverview Health Centre, is seeking new members. The Guild meets the fourth Wednesday of every month, with the exceptions of December, July, and August.

Members meet for a social lunch at 12:15 hours, followed by a meeting.

The Guild's mission is to add to the comfort and welfare of patients, provide volunteer services and to raise funds for amenities not covered in the hospital's budget.

The Guild established a "Special Projects Fund" to honor deceased members who have contributed valuable service to the Princess Elizabeth Guild. Among their many achievements, the Guild won the YM-YWCA Women of Distinction Award in 1995, the first time this prestigious honour was awarded to a group. Criteria for this Award includes the candidates' past achievements and their contributions to the well-being of the community. Also considered is how the candidates have acted as role models for other women.

Anyone interested in obtaining further information about the Guild are invited to contact them at:

**Princess Elizabeth Guild
c/o Riverview Health Centre
1 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

Health Views is published quarterly 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.

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N.R. Kasian



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Day Hospital Open House Attracts Diverse Audience



Twenty different agencies and programs set up displays as part of the Day Hospital's Open House on October 2. The day also included informational presentations.

Riverview Health Centre's Day Hospital held an open house on October 2, 2003 – the first in 15 years. The event attracted about 200 people from the community, the health care industry and the Centre.

According to Day Hospital Occupational Therapist Bev Valcourt, who helped plan the event, the aim of the Open House was to let the community know about the Day Hospital program and to provide health promotion information.

Informational presentations were made by Riverview's Continence Specialist, Fran Rosenberg, and by representatives from the Canadian Diabetes Association, Alzheimer Society and Osteoporosis Society of Canada. The Winnipeg Fire

Department and Police Service made presentations, aimed at seniors, about fire safety in the home and crime prevention.

Twenty different agencies also had display booths set up at the event. "We started out advertising this as the Day Hospital Open House, but we felt that it would be good for people to get something more. So, we expanded it, and it turned into a sort of health fair," Valcourt explained.

People who attended were very positive about the event. "We had several people who planned to speak to their family doctors about whether our Day Hospital program would be appropriate for them and to see about a referral," said Valcourt.

For more information on Day Hospital programs, call 478-6262.

... "Health Information" continued from front

It's all about what's involved in taking care of patients. "Health information technicians who are used to processing patient-related information are now processing other kinds of information and using it to support quality. It's been a real awakening," says Zaborniak.

The Information Centre is another example of where quality initiatives have come into play. In the past, the person at the Information Centre answered the phones and directed visitors. Meanwhile, staff in the Business Office, which is only open on weekdays, were available to take payments from families. People who wanted to pay their Centre bills in the evenings or weekends couldn't do it.

In response, Zaborniak's department made some changes. All Information Centre staff were trained in taking payments, and now people can pay their bills anytime, including weekends, holidays and during the evening.

Says Zaborniak: "We started thinking about what our customers want, not about how we do business. We tried to think outside the box. It's been a great experience."

Riverview staff are genuinely trying to make things better for patients and families, according to Zaborniak. One way of doing that is by having good support systems for the care providers.

**Our team is now
focused on finding
ways to support
the people who are
in the business of
providing the care.**

**Pat Zaborniak, Manager
Health Information Services**

"Our department wants Statistics Canada and Manitoba Health to have good information and, as part of our quality management program, we monitor this. However, our team is now focused on finding ways to support the people who are in the business of providing the care."