



# health

V • I • E • W • S

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Gift Shop volunteers Gerri Oakley (left) and Mary Gigliotti are part of a team of 30 individuals who help with all aspects of the Shop's operations, from cashiering to merchandising to inventory control.

## Financial Services Responds to Customer Requests with its Quality Improvement Initiatives

Over the past couple of years, Financial Services has worked hard to make quality improvements in the way it does business with its customers. And the refreshing part is that the changes were made after listening to requests and comments from the people the department serves.

"We are making an effort to respond to any improvement requests coming from staff, patients, residents and families," says Denis Vincent, Manager Director of Financial Services. "We have been able to successfully address several things in the last little while."

For starters, patients and families indicated that their trust account statements did not provide enough information about expenditures. In response, Financial Services developed categories other than "miscellaneous"; expenditures are now broken down into specific categories of spending, such as hair dresser, cash withdrawal or community outing.

"Patients and families can now see exactly what the money in their

accounts has been spent on," says Vincent.

Another change made after receiving feedback from patients and families is the introduction of

**Patients and families can now see exactly what the money in their accounts has been spent on.**

pre-authorized payment plans for monthly per diem charges. Previously, these cost payments had to be made by cheque or credit card. The pre-authorized payment option gives patients and residents the convenient alternative of paying their bill directly and automatically from their accounts.

### Training Sessions for Senior Staff

If department managers and supervisors are not trained in accounting, it can sometimes be difficult for them to easily interpret financial statements. Let's face it: accounting is an area of expertise not everyone is good at.

To assist with this, Financial Services introduced training sessions geared to helping managers and supervisors interpret their bi-weekly payroll reports and the monthly financial statements for their departments.

"We teach managers how to analyze their monthly statements, comparing actuals to their budgets so variances can be explained," says Vincent.

Sessions were held over the winter of 2003 for the Patient Care Managers, while other managers and supervisors received training last fall. Riverview's two accountants

"Financial Services" continued on page 8...

## Volunteers Enrich Life for Patients and Residents at Riverview

Volunteers are an important part of quality care at Riverview Health Centre, adding value to the services provided by staff. Whether it's providing companionship one-on-one with a resident, helping with a bingo or driving the van on a community outing, volunteers help to enrich the lives of residents.

"Volunteers are here to augment what staff are doing," explains Kim Wark, Volunteer Services Coordinator. "They provide the additional set of hands that enables us to do those extra things that can really enhance the quality of life for residents."

Riverview offers a great variety of opportunities for volunteers. Broad categories include the areas of recreation services, patient care services, fundraising, support services and the Junior Volunteer Education Program, among others.

Specific examples include visiting with residents, helping with special events, woodworking, nail care/grooming, walking groups, carpet bowling, bingo, crafts, oil painting, pet therapy, music therapy, computer work, summer barbecues, movie programs and many more.

"We stress to volunteers to let us know if a position isn't the right fit for them as there are many options we can look at within the facility. If we can match people properly, it's rewarding for them and a happy experience for everyone," says Wark. This balance is pursued so that the needs of the facility are being met while accommodating the needs of the volunteers.

Volunteer Services looks after recruiting, scheduling and placing volunteers in different areas at Riverview. It also provides general orientation, coordinates evaluations and conducts exit interviews. This is a big responsibility given that approximately 250 people volunteer at the Centre.

The unit or program to which the volunteer is matched also provides specific training where appropriate. For example, unit staff would instruct a volunteer helping with a bowling program to understand the physical situation for each resident involved and how to adapt the activity accordingly.

Wark, who joined Volunteer Services in the spring of 2004, has a background in long term care facilities as the director of recreation and volunteers.

"The environment is perhaps different, but often the needs are the same," says Wark, noting that her experience helps her to anticipate potential volunteer needs in the various departments at Riverview. She notes that the

**Volunteers provide the additional set of hands that enables us to do those extra things that can enhance the quality of life for residents."**

**Kim Wark**  
Volunteer Services Coordinator

biggest challenge facing the Centre and most non-profit organizations is finding volunteers to help during the daytime, when many people are working.

### Gift Shop Run by Volunteers

Riverview Health Centre has a volunteer-run Gift Shop which acts as a fundraiser for the facility. About 30 volunteers work at the shop filling all roles, from cashiers to merchandising and inventory control.

"Volunteers" continued on page 8...

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## Four-legged Friend Wins Hearts at Riverview

**B**ishop is fast becoming everyone's 140-pound, four-legged friend at Riverview Health Centre. The large, sandy-coloured dog and his master, Bryan Peake, have been making regular visits to the facility, and it's becoming an occasion that patients, residents, staff and visitors look forward to.

"Once I'm inside the Centre,

word spreads that we've arrived and soon everyone wants to see him," laughs Peake.

Peake was inspired to start bringing Bishop to Riverview after talking to fellow dog-lover, Margaret Arason, who brings her two schnauzers, Sophie and Quinn, on regular visits to the facility.

Convinced it was something he would enjoy doing as well, he and Bishop went through special St. John Ambulance training to certify the dog as a Pet Therapy Dog. It means he has been tested and trained not to bite or become agitated around people.

Indeed, that's not likely to happen, says Peake. Bishop loves people as much as they love him. "When he's at Riverview, his tail wags and he gets a big grin on his face. I can tell he's happy because his ears get close to his head and he pulls his lips back."

Bishop's size – he's 140 pounds and 33 inches high – and colour, with his sandy gold coat and yellow eyes with green flecks, usually sparks lots of questions when people first see him. At 13 months, he's full grown and big enough to stand by a patient's bed and wait quietly as they reach to pat his head or scratch his ears. "He's very used to being poked and prodded," says Peake.

He is a Kangal dog, a breed native to Turkey that is used to guard livestock. Even so, Bishop is a dog who loves to be petted and caressed by senior citizens.

He also enjoys doing tricks for an audience. Children visiting grandparents at Riverview get a

special kick out of seeing the big dog roll over or shake a paw. And everyone likes to reward him with his favourite treat – cheese puffs.

"There have been times when I've had to tell people to let up a little bit or he'll have to go on a diet," Peake says.

Peake, who also operates a dog walking and a house and cat-sitting service called A-Home Alone House Sitter, can't always bring Bishop to Riverview. The breed is notorious for shedding copious amounts of hair in the spring and the fall. During those times, Riverview is off-limits. However starting this fall, Peake hopes to start bringing a second dog to Riverview. Watch for a chocolate lab named Chip.

"He's such an incredibly happy dog that you look at him and can't help but start smiling yourself," says Peake.

The smiles, the comfort of physical contact, the unconditional love a pet can provide and, for some, the stirring of memories of a family pet of the past, are what the pet visits to Riverview are all about.



**Bryan Peake brings his pet therapy dog, Bishop, to Riverview for friendly visits with patients and residents.**

## Riverview Nurses Earn Certification in Areas of Special Care

**S**eventeen nurses at Riverview Health Centre have received their Canadian Nurses Association certification – 12 in palliative care and five in gerontological nursing.

The certification, earned after writing and passing a rigorous four-hour exam in April, is official recognition of the nurses' knowledge, skills and abilities in their specialized areas.

"It is really remarkable that so many of our nurses took the exam, especially in palliative care, which was being offered for the first time. It shows great initiative," said Helen Zielinski, Clinical Instructor at Riverview.

Nurses preparing for the palliative care exam met regularly for two years – on their own time – to study. They used the Association's study guide, reviewed articles and poured over textbooks. As well, they

wrote a practise exam to prepare for the actual exam, which was written across Canada on April 3. In Manitoba, all of the Association's certification exams in 14 different fields were written at the Health Sciences Centre.

The gerontological nurses also did their homework. For starters, they attended the Gerontological Nursing Interest Series, which consists of 12 two-hour lectures offered during the fall and winter by Riverview Health Centre. They also came to a study group on Thursday nights at the Centre, as well as a study group sponsored by the Manitoba Gerontological Nurses Association. They wrote practise exams and reviewed the study guide that lists the competencies in which they must excel.

"This was our first large group of nurses who sought certification, which is optional. We are really encouraged by their efforts," said Zielinski.

The newly-certified nurses, who were honoured at a reception at Riverview on September 29, are: Ofelia Bredonia, Phyllis Gridley, Elizabeth Negash, Dorene Rosmus and Helen Zielinski in gerontology; and Angela Bachynski, Arlene Bakker, Helen Blonski, Lorraine Bremault, Betty Cutuk, Christine Doerksen, Sheila Lorence-Wachal, Marlene Lynch, Dorothy McBride, Dana Orr, Rachel Ryden, Alina Taplin in palliative care.

Earning her re-certification in emergency was Angela Bachynski.

## Enhanced Computer Service Soon Available at Riverview

**I**t's the computer age, and communicating via e-mail and the internet is becoming both necessary and commonplace in our society. For that reason, Riverview Health Centre is about to enhance the availability of computers to staff, patients and families.

By the end of January 2005, the Courtyard Café at the Centre will be home to seven new computers – three for patients, families and visitors, and four for staff use.

"Currently, there is only one public access computer on a patient care unit that patients and their families can use," explains Norman Kasian, Riverview's President. "There are often line-ups of people waiting to use it."

Kasian also points out that, while about 300 of the Centre's approximately 800 staff have access to a computer either at their desks or within their departments, the rest do not. "The need is there to address this issue," he says.

With the availability of these computers, patients and families

will be able set up email accounts so they can correspond with friends and family members living anywhere in the world.

Staff members will have access not only to email, but also to the internet, allowing them to use this valuable resource during lunch breaks or after hours to conduct research, access health care information, view and respond to Riverview Health Centre job postings and keep updated on the Centre's special events.

Staff members will be asked to apply for an email address and to attend a basic training program provided by the Centre before using the computers if they are unfamiliar with the technology. Patients and their families will be assisted individually as required.

"The power of the computer for communication and research has increased substantially within the past ten years," says Kasian. "We want to embrace this reality by making them available to as many people as possible within our facility."

### CAREGIVERS TOGETHER: A Family Support Group

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

**WHERE**  
Room 1W09 in Main Building

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

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

### LUNCH AND LEARN Cholesterol and Your Health

Bring your lunch to the Thomas Sill Auditorium on December 2 from 12:15 to 1 p.m. for an informative session on cholesterol and your health. Learn about good and bad cholesterol, the connection between cholesterol and the heart, tips for healthy food choices, and much more! Presented by a cardiac rehabilitation nurse specialist from Seven Oaks Wellness Institute.

An Initiative of the RHC Employee Wellness Team

## Award Recipients Honoured on Staff Appreciation Day

During Staff Appreciation Day on June 17, three awards – the Robert (Bob) B. Brennan Education Bursary, the Jean Cummings Bursary and the Nitikman Award – were presented to their respective recipients. Below are descriptions of the contributions of these valuable employees.

### Robert (Bob) B. Brennan Education Bursary

Occupational Therapist Lynda Wolf is the 2004 winner of the Robert (Bob) B. Brennan Education Bursary.

The bursary, introduced in 2003 and named in honour of the Riverview Health Centre Foundation's inaugural Chair, assists Centre employees in continuing their professional education.

Wolf has worked at Riverview for 17 years and is the Occupational Therapy Professional Leader. An avid learner, she has her Bachelor of Occupational Therapy, a Bachelor of Arts, and is currently working on her Master of Science (Occupational Therapy) Degree from Dalhousie University through distance education.

Wolf has made significant contributions to Riverview as a result of her studies. She was instrumental in developing such programs as the Breakfast Club and the Functional Performance Program on AB1 and AB2. She has carried out evaluations of OT home visits with her colleagues, and she is working on practice guidelines for kitchen assessments. In addition to her clinical responsibilities, she carries out research, sits on committees within the Centre and the region, publishes, supports her colleagues and works with students.

She is "an excellent team player who shows a genuine respect for all members of the health care team," say her colleagues.

### Update on Last Year's Recipient

The first-ever recipient of this Education Bursary was Shawna-Lyn McPhee. Since 1996, she has been the Recreation Facilitator with the Centre's Respiratory Program on 2E.

McPhee has her Bachelor of Human Ecology and is now working towards a social work degree. This fall she began her second year of part-time studies at the University of Manitoba and will be doing her placement work at Villa Rosa. She hopes to have her second degree by fall 2006.

### Jean Cummings Bursary

The 2004 Jean Cummings Bursary was shared by two members of the staff at Riverview Health Centre – Registered Nurse Alexis Firth and Recreation Facilitator Susan Wipf.

The award provides employees pursuing work-related continuing education with financial assistance. Its namesake served on the Centre's board with great distinction from 1987 to 1997. The bursary was established in 1996.

Firth has worked as a registered nurse at Riverview for four years, working on 2W – the Chronic Care Unit – for the past three years. Described as "a nurse who goes the extra mile," she serves on the Centre's Ethics Committee and the Nurse Practice Council. She is currently enrolled in the post-diploma Baccalaureate Program for Registered Nurses at the University of Manitoba.



On Staff Appreciation Day, Susan Wipf (left) and Alexis Firth (not shown) shared the Jean Cummings Bursary, while Lynda Wolf (center) received the Robert (Bob) B. Brennan Education Bursary. Doris Miller (right) was the recipient of the Nitikman Award.

"Alexis is someone who brings a sense of humour to her care while truly promoting an improved quality of life," say her colleagues.

Wipf has worked as a recreation facilitator on 3W, Riverview's Geriatric Assessment and Rehabilitation Unit, since 1990. She is currently in her fourth year of social work studies through the University of Manitoba's distance education program.

"She is a very valuable team member who understands and participates in the interdisciplinary nature of the unit," says Heli Dedi, Patient Care Manager on 3W. "She's also very intuitive about the specific needs of every patient, making her a good advocate for them."

Besides working at Riverview, Wipf volunteers in the community, working with people with mental illness and advocating for them as they re-integrate into society.

### Nitikman Award

The 2004 Nitikman Award was presented to nurse Doris Miller.

The Nitikman Award was created 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.

Miller began working at Riverview Health Centre in 2000, joining the Personal Care Program on CD3. There, she was seen as a team player who practiced as an effective and professional nurse.

In 2001, Miller decided she wanted to expand her nursing opportunities, so she accepted a part-time position on 3E, the Palliative Care Unit. This has allowed her the time to continue her studies for the Bachelor of Nursing Post Registered Nursing Program through distance education at Athabasca University.

## Riverview Residents' Artwork Showcased at Appreciation Event

On June 16, the Thomas Sill Auditorium was filled with watercolour works of art created by the Monets and the Renoirs of Riverview Health Centre, as well as the members of the River Art Connection, a painting group that meets at Villa Cabrini Senior Centre.

The Riverview artists were 10 residents from the personal care home who take watercolour painting classes with artist Roland Bouchard.

Joining them were residents who live in the Osborne Village area and take classes with Bouchard at Villa Cabrini. Together, their exhibition filled the Auditorium.

"The painters in Roland's class at Villa Cabrini were really impressed with the talent of our painters here at Riverview," says Caroline Wiebe, a recreation facilitator who helps run the program.

Bouchard and acrylics painter Barbara Hobart have been coming to Riverview for the past four years to conduct art classes. Hobart has seven students in her class.

Each year, the painters in one of the classes get the chance to show off their accomplishments to family, friends and staff. This year, it was the students in the watercolours class who presented their work.

"It's a real moment of pride for those residents who display their art," says Wiebe. "They were just beaming when they came down to the auditorium!"

This year's show was made extra special by the inclusion of paintings done by some residents who had passed away before the exhibition. "Family members were really pleased to see those works," says Wiebe.

All of the paintings were professionally mounted and hung around the auditorium.

The art classes with Bouchard and Hobart are therapeutic for the residents from Riverview. "They enjoy it so much that they forget their aches and pains while they're in class," says Wiebe.

For those who have dementia, art is a way to express themselves. Bouchard adds that the classes give

the residents a chance to socialize and share a common interest. It also gives them a chance to relive the past.

"They can choose their own subjects, and some use memories from their lives, giving them a chance to think about what they have experienced in the past," says Bouchard. "For example, one painter chose to paint a church in a landscape from his childhood." Wiebe says that for some students in the class, art was a hobby they enjoyed when they were younger. For others, it has been a new experience. "Once people got past the fear that they wouldn't be able to do it or be creative enough, it was amazing what they could do."

Bouchard agrees. "It's a really good confidence booster. I admire the courage the residents have to take up something in the latter part



An example of the unique artwork created by Riverview residents and members of a painting group from Villa Cabrini Senior Centre.

of their lives. If they've never painted before, I'm always impressed with what they accomplish and that they have the courage to even try."

Wiebe says Bouchard and Carol Pucknell, a former recreation facilitator at Riverview who is now a regular volunteer with the watercolour art program, deserve a lot of credit for the success of the classes and the art shows.

"We are all very passionate about the program."

# Riverview Health Centre Foundation News

## Get Ready for the Lights!

At six o'clock on the evening of December 1, 2004, the lights go on at Riverview Health Centre...the holiday lights, that is!

The annual Tree of Lights Festival is a visual treat for Riverview staff, patients and family members, as well as for those living in the surrounding community. Excitement runs high, especially for visiting children, when angels, bells, stars, poinsettias, toy soldiers, reindeer and, of course, the gigantic tree at the front entrance, are illuminated.

The Tree of Lights Festival is hosted by the Riverview Health Centre Foundation. Many people buy tree lights to support the Foundation's work. Those doing so can dedicate their light to a loved one. Tree lights are available for two dollars each at the lighting ceremony or by calling 478-6197.

The Tree of Lights, which creates a festive atmosphere during the holiday season, is made possible through generous corporate sponsorship from Riverview Health Centre suppliers and supporters.



## Canad Inns Winter Wonderland Sponsors Riverview Health Centre

Families are starting to get excited about all the fun things they can do over holiday season, and there is one event that they shouldn't miss – the Canad Inns Winter Wonderland at the Red River Exhibition Park, where three million watts of power will be turned on for everyone's enjoyment.

This is a special event for Riverview Health Centre as well. The Centre is one of three charities that the Canad Inns Winter Wonderland is supporting this year, along with The Fire Fighters Burn Fund and the Law Enforcement Torch Run.

The Canad Inns Winter Wonderland is a drive-through light show that celebrates winter and the holiday season in Manitoba. Brilliant themed and animated displays – ranging from reindeer to Old St. Nick – are

grouped throughout the 25 minute drive.

In all, there are 26 animated theme areas consisting of 600,000 lights along a 2.5 kilometer route. New displays were added this year, such as cavorting penguins, a winter woods scene and a lily arch. Other favourites include the Tunnel of Hearts, Toyland and the Nativity Scene.

Along with the lights, visitors are serenaded on their car radios with holiday music from the park's own radio station.

Families are encouraged to bring skates and go for a whirl on the enclosed skating rink, which has a heated changing area. On weekends, horse-drawn sleigh rides are offered.

Since it began, the Canad Inns Winter Wonderland has contributed \$74,000 to Manitoba charities.

The Canad Inns Winter Wonderland is open every day (except Christmas Day) from December 3, 2004 through to January 8, 2005. Tickets are available in advance for \$8 per family vehicle – the lowest price in town! – if obtained at the Riverview Health Centre Cafeteria.

Alternatively, prices are \$10 in advance at Mac's Convenience Stores and Red River Co-op gas bars, or for \$15 at the gate.

Call 888-6990 for information on bus and group rates or check out [www.redriverex.com](http://www.redriverex.com)



## 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 to October 31, 2004:

Margaret Avent	Lloyd Henders	Edith Mullins
Margaret Basaraba	Cecil Laverne Innes	Ruth Nazer
Brian Best	Doreen Ivanhoe	John (Jack) Orr
Phyllis Boehler	Donald Jackson	John Benson Orvis
Donald Boone	Jacob Jantz	Paul Osterwald
Noel Bretecher	Henry Janzen	Mary Pick
Elena Buccini	Linn Johnston	Harvey Piper
Lorraine Calvneau	Norman Jones	Gail Pound
Ken Charlesworth	Carl Josefchuk	Nancy Riehl
Robert E. Clements	Leona Kaban	Norma Robson
Alma Daneault	Valerie Kasmerski	Claire Rosenberg
Ernest Dodd	Effie Kolt	Adolf Schell
Georges Duguay	Robert (Bob) Koroscil	Doris Smith
Jim Duncan	Andrew Kowalczyk	Floyd Smith
Gladys Eldridge	Gerhard Labies	Jerry Sosnowich
Mai Li Fong	Dolores Lagartera	Robert Ste. Marie
Ian Fraser	Donna Lapp	Marie Stuebing
Florence Friesen	Grace Lemky	Minh Tao
Florence May Fryatt	Donald MacFarlane	Olaf Tamre
Boris Gillespie	Lillian MacKenzie	Dorothy Tarr
Evelyn Gladstone	Linda Maychruk	Ernie Thomson
Dianne Goebel	Richard McDermott	James Wade
Phyllis Greengrass	Beverly McKay	Emma Louise Wharf
James Griffith	Denise McWilliams	Norman Wiebe
Jack Gurevich	Kim (Irma) Maynes	James Wilkie
Magnus (Mike) Hallson	Carmela Militano	Gregory Wilton
Alice Hancharyk	Dr. Blair Mitchell	Joan Wipf
William Harcus	Fredrick George Moore	Ken Wong



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## Inspiring Creativity with the 2nd Annual Event for the Birds... ARE YOU READY?

Plans are in the making for the second annual An Event for the Birds, to be held on April 21, 2005. This unique event was an **overwhelming success** last year, so the 2005 location has been changed to the Fort Garry Hotel, which is capable of hosting a larger crowd for the expanded activities that are in the making.

The theme and premise will, however, remain the same: local organizations and individuals will design and construct one-of-a-kind bird houses and bird feeders, which will be auctioned to raise revenue to support services and specialized equipment for Riverview Health Centre patients and residents.

Guests at the event will get a chance to bid on the architecturally diverse structures built by many of Winnipeg's top design, contracting and architectural firms and the many other organizations, artists and hobbyists who accept the challenge. (See below for information on entering a design.) A silent auction will also take place, featuring a variety of outdoor home and garden items.

A fabulous dinner provided by the Fort Garry Hotel is also on the agenda, and there will be special entertainment throughout the evening. Don't miss this inspiring event that takes place just on time for the spring migration!

**NOW is the time to  
pick your perch  
for this unique event!**



**ORDER EARLY  
and receive the  
best bird's eye view!**

Tickets go on sale  
on December 6, 2004  
for individuals  
or for tables of 10.

[www.eventforthebirds.com](http://www.eventforthebirds.com)

Call 478-6197 for more information.

## Calling for Birdhouse Builders!

The Riverview Health Centre Foundation is calling on Winnipeg's top design, contracting and architectural firms, along with any other organization, artist or hobbyist willing to accept the challenge of building a one-of-a-kind birdhouse or bird feeder. Their creations will be auctioned next April 21 at the Fort Garry Hotel.

Builders can choose to be entered into one of several categories. Prizes will be awarded in each category. There will also be a prize for Best of the Show, determined by the highest auction bid of the evening.

### The Birdhouse Submission Deadline

4:00 p.m.  
Thursday, April 1, 2005.

### Registration Deadline

Friday, March 4, 2005  
Entry Fee Required  
For a registration form,  
call 478-6197



**Yes!** I/We want to support Riverview Health Centre's legacy of providing quality compassionate care by making a donation.

My/Our Gift to the Foundation is:  \$125  \$100  \$50  \$35  
I/We Prefer to give: \$ \_\_\_\_\_

I/we have enclosed a cheque payable to:  Mr. \_\_\_\_\_  
*Riverview Health Centre Foundation*  Mrs. \_\_\_\_\_ Name(s)  
1 Morley Avenue  Mrs. \_\_\_\_\_  
Winnipeg, MB  Miss \_\_\_\_\_ Address  
R3L 2P4  Ms \_\_\_\_\_ Postal Code Telephone

I/We prefer to use a credit card:  
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Card No. \_\_\_\_\_

Expiry Date \_\_\_\_\_

Signature \_\_\_\_\_

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

I/We would like to know more about volunteer opportunities.

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

Thank you for your generous support of Riverview Health Centre Foundation



*Your endowment will  
ensure quality of life  
for future generations.*

The Riverview Health  
Centre Foundation,  
One Morley Avenue,  
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*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.*



**RIVERVIEW  
HEALTH CENTRE  
FOUNDATION**

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### Come & Visit Riverview Health Centre's Gift Shop



Gifts, Cards, Health  
Products, Newspapers,  
Stamps, Beanie Babies,  
and much more.

Open Daily 10 to 4  
Until 7 on Tuesdays and  
Wednesdays

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

## Shirley Burton "Gives Back" to Riverview with her Music

Shirley Burton knows how uplifting music can be, especially at difficult times in life. That's why, over the past two years, the pianist has been making monthly visits to Riverview Health Centre's Palliative Care Unit on 3 East to play tunes that get toes tapping and, sometimes, tears flowing.

She'll play her own upbeat favourites and take requests, accompany impromptu sing-a-longs and generally get things jumping on the unit. She is sometimes accompanied by one of three vocalists who perform with her: Jodie Amaya, Edward Ledson or Christine Wollmann.

"It's for the patients, families and staff when they need a boost. We do fun stuff and sometimes the staff will dance while I play. We want it to be uplifting and fun."

Sometimes things get serious, which is okay, too. "Some of the most moving times are when I see a mother and daughter together. The mother is terminally ill and they ask me to play a song that is special to them. Then they hold hands and the tears flow. For me, it's a thrill to be able to give that gift to them close to the end of a life."

Burton began volunteering her musical talent at Riverview after her friend's husband died on the unit. "I had come to visit him and I was

impressed with the staff and with the feel of the place. It was my gift back to them."

When Burton isn't playing at Riverview, she is operating her business, Burton Music, which provides personalized music for funerals. She works in co-operation with nine city funeral homes, but will provide her services at any funeral home. She works with the family, who are often exhausted and traumatized, helping them to choose the right music – from Franz Schubert to Frank Sinatra – for the funeral.

"I don't push my business while I'm at Riverview, but if someone asks for my business card, I provide it. Sometimes, I'm the person providing the music at the funeral home and the family hasn't arranged it. They are really surprised and happy to see me there."



Shirley Burton get toes tapping at Riverview!

## Philanthropist Bill Knight Honoured

The name "Bill Knight" is known by many because of his tireless efforts in raising money and awareness for charities dedicated to improving the quality of life in Manitoba.

In recognition of his numerous contributions, he was awarded the Outstanding Philanthropist Award given by the Association of Fundraising Professionals (AFP).

Sandra Stewart, Executive Director of the Riverview Health Centre Foundation and Manager of Public Relations for the Centre, led the nomination for Mr. Knight. Stewart is a founding member of the Manitoba Chapter of AFP and was delighted to be able to nominate Mr. Knight for his tremendous philanthropic efforts and spirit.

"I have known Bill for 15 years and have witnessed his spirit of giving even before he brought his efforts to Riverview," says Stewart.

Last April, the Riverview Health Centre Foundation benefitted from Knight's contribution to its new initiative, An Event for the Birds, when he successfully led an entertaining sale of designer bird-houses, raising \$5,500 in the process. He has generously agreed to assist again with the 2005 event.

Knight also helped Riverview by working on the *Legacy of Care* capital campaign, which raised 1.3 million dollars to augment

government funding for the Centre's redevelopment.

Knight has assisted numerous organizations over the past 30 years, helping to raise millions of dollars and volunteering thousands of hours.

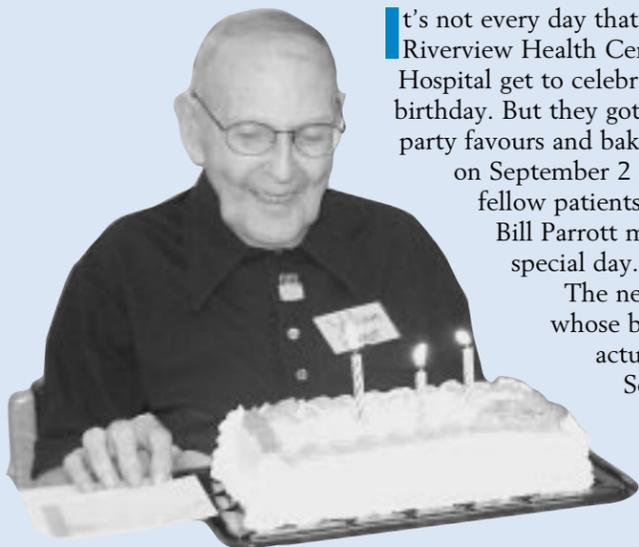
These organizations are:

- Manitoba Theatre Centre
- Multiple Sclerosis Society
- Child Find Manitoba
- Junior Achievement
- (Shriners) Rehabilitation Centre For Children Foundation
- Special Olympics
- Kiwanis
- Alzheimer Society of Manitoba
- Rainbow Stage
- Shakespeare In The Ruins
- Children's Hospital Foundation of Manitoba
- Canadian Cancer Society
- United Way
- Vipond Golf Association For Community Living
- Lend A Hand Deaf, Blind & Rubella Association

Congratulations are extended to Mr. Knight on receiving this award, for which he is so deserving.



## Mr. Parrott Celebrates 100th at Riverview's Day Hospital



It's not every day that folks at Riverview Health Centre Day Hospital get to celebrate a 100th birthday. But they got out the party favours and baked a cake on September 2 so staff and fellow patients could help Bill Parrott mark his very special day.

The new centenarian, whose birthday was actually on September 3, still lives on his own in an apartment in St. Vital.

He comes to the Day Hospital on Thursdays for exercise, lunch and therapy for his arthritic hand.

A debilitating stroke in 1955 ended Parrott's career as a farmer in the Carman area, but it didn't diminish his love of music. He and his wife, Muriel, were well-known musicians in Carman, having played piano and violin for the silent movies that came to town. Besides playing the violin, he conducted the Carman United Church Choir, gave free voice lessons to young singers, and played his E-flat horn in a brass band.

In 1963, the couple moved to Winnipeg, where they both sang in the Winnipeg Philharmonic Choir for over 10 years. Bill also conducted the choir at St. Andrew's Presbyterian Church. Muriel passed away in 1996 after 68 years of marriage.

"Dad is as sharp as a tack. He remembers more than I do," says his daughter, Donna Bouma, who lives in Winnipeg.

For his part, Parrott, who has two daughters, five grandchildren and six great-grandchildren, said turning 100 didn't really excite him. "I've reached a place where I don't get excited about anything." And, when asked if he would be singing at his party, he chuckled and replied, "Not a chance. My singing days are over."

Not to worry, Donna laughed. She and her sister Joyce, who arrived from Nanaimo, B.C., for a family birthday party, inherited their father's vocal talents. They sang some of his favourite songs at the celebration.

## Princess Elizabeth Guild Lecture Series: Reinforcing Patient-Focused Care

International motivational speaker Terri Knox was this year's guest speaker at the 2004 Princess Elizabeth Guild Lecture Series. Knox took a humorous and lively look at how participants could identify and use their positive traits and strengths for their own personal and professional success.

Pat Johnston, Director of Patient Services, Personal Care Program, says the annual lecture series is designed to provide professional development opportunities for all Riverview staff.

Each year offers a different theme based on current issues within the health care system or on a project being carried out within the facility. This year, the theme was intended to reinforce the patient-focused care model promoted at the Centre.

"We thought it was time again to have someone come in and remind us what we are all about – that our patients and residents are at the very center of everything we do," says Johnston. She noted that a number of Centre staff had heard Knox speak at other gatherings and had recommended her for the lecture series.

"They said she was a very dynamic speaker and that we should invite

her to Riverview. When I tracked her down, it turned out she was from Winnipeg, so she was someone in our own backyard."

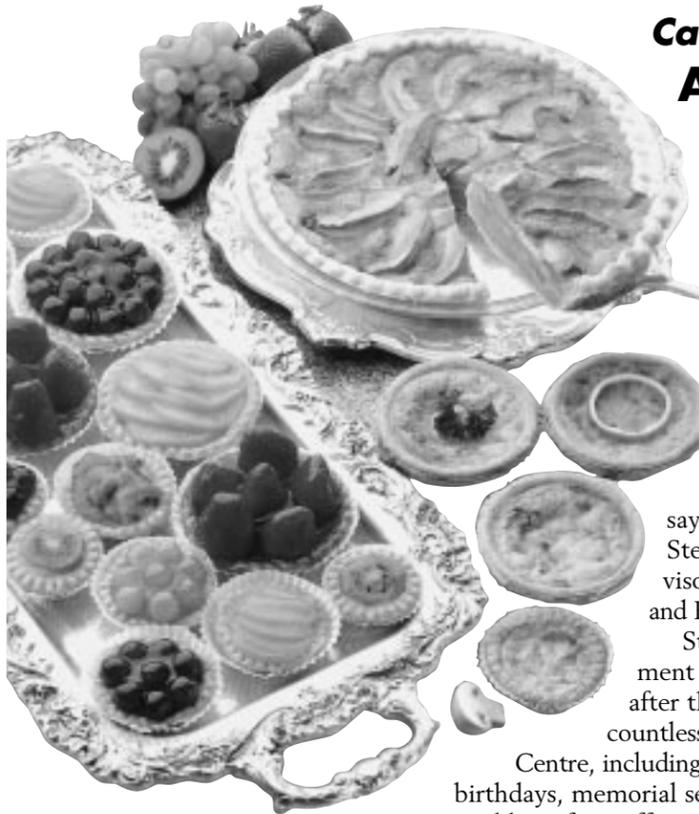
Knox told Johnston that she didn't want to simply lecture "about service, service, service." Says Johnston: "She said we all want to provide service, but sometimes we just feel we can't do that because we're stretched too thin."

Her presentation was entitled: "All Stressed Up and Everywhere to Go...Now You Want Service?" She provided tips and tools for developing goals and achieving personal success, and demonstrated how that can translate into success in the workplace.

Knox's September 30 lecture in the Thomas Sill Auditorium served as her introductory message. Johnston said plans are to have Knox return later this fall for further sessions on the theme.



Terri Knox's talk at the Princess Elizabeth Guild lecture series was so inspiring that she has been invited back for further sessions at the Centre.



## Catering at Riverview: A Service that Thinks Outside the Box

“We offer catering services with specially prepared food and prices that are competitive with other delis and caterers in the city,”

says Nancy Steski, Supervisor of Catering and Retail Services.

Steski’s department has looked after the food for countless events in the

Centre, including anniversaries, birthdays, memorial services and weddings for staff, patients and their families. Everything from dainty, fruit and fancy sandwich trays to full course meals can be ordered at per person prices.

While business is good, Steski wants people to think outside the box when it comes to Catering Services. “Everyone knows we do traditional events like birthday parties, but we’ll also cater to any special gathering you can think of, with as few or as many people a client may want to include.”

For example, recently a patient at the Centre received a visit from relatives who had come all the way from British Columbia. She arranged for a catered, celebratory lunch for three to be served in a private room near the Courtyard Café.

“This small group was able to have a really nice meal in privacy at the Centre,” says Steski. “The point is – don’t hesitate to call us to cater a special meal for you, no matter what the occasion!”

### Take Out Orders

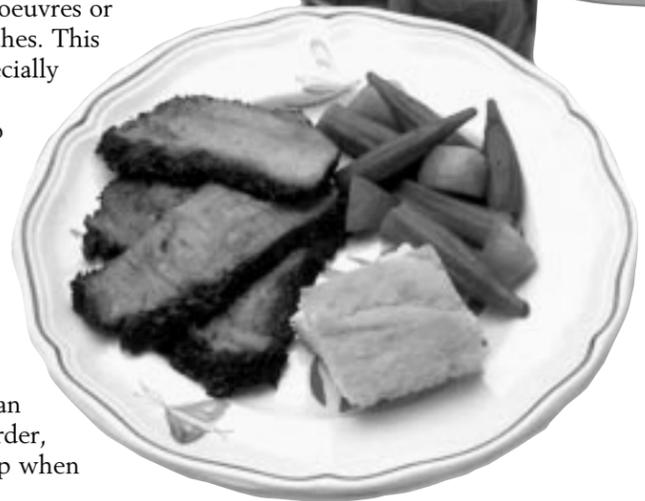
Another dimension of the services available through Catering Services is the availability of take out trays – again, ranging from a simple cheese and cracker spread to hot hors d’oeuvres or fancy sandwiches. This service is especially useful to staff members who may be attending a pot luck dinner or holding an evening social event in their homes.

“People can put in their order, then pick it up when

they leave work – it’s a really convenient service,” says Steski.

For more information on Catering Services, including menu and prices, please call 478-6229 or send an email to:

catering@rhc.mb.ca



Most people at Riverview Health Centre – from staff, patients and residents to family members and visitors – are familiar with the Centre’s cafeteria. At any time of day, a person can pick up a nutritious and reasonably priced snack or meal to enjoy in the Courtyard Café or as a take-out order.

But there is another aspect of Riverview’s Nutrition Services that is available to anyone who needs it.

## Long Service Employees Receive Recognition

An evening of reminiscing and laughter took place at Riverview Health Centre on November 3. On that night, the long service milestones of 65 Centre employees were recognized. Celebrating at the event were 34 of these employees, their family members and a number of Riverview staff.

“It was a very memorable long service event,” says Human Resources Director Lynda Juskow, whose department coordinated the event.

The mood of the evening was energized with a look back in time at “time capsules” compiled by Human Resources staff and other managers. “Reminiscing about the music, movies and current events of 1994, 1989, 1984, 1979, 1974 and 1969 – the years some of the long service staff started their careers at the Centre – was truly entertaining.

As well, anecdotes highlighting the distinguished careers of the 35-year employees in attendance were shared with the audience. The managers of these employees used the theme “Remember when...” to present the information in both a comical and moving way.

During the evening, hors d’oeuvres were served, followed by cake and coffee, gifts were presented and lots of socializing took place.

“Staff attendance at the various functions held by the Centre throughout the year is ever increasing, and this one was no exception,” says Juskow. “We encourage staff to come out and celebrate with their co-workers at these events – it’s a lot of fun!”



**Eva Lavallee (left) and Marlene Smith were honoured for their 35 years of loyal service to Riverview Health Centre. The two other 35-year employees are Darnley Alleyne and Loretta Noseworthy. Congratulations!**

### Long Service Employees

#### 10 YEARS OF SERVICE

Sherry Adams  
Andrea Bellamy  
Colleen Berean  
Anna Bergen  
Ellen Hanson  
Norine Hodges  
Christopher Joseph  
Barbara Kaempf  
Helen Leeds  
Christine Roberts  
Catherine Smart  
Denise Vien  
Sonia Wolfe  
Harold Zabowski

#### 15 YEARS OF SERVICE

Ted Bakker  
Mardi Baydak  
Clarinda Closas  
Toni Colasuonno  
Paul Gaudry  
Linda Hebb  
Arnold Johnson  
Arcely Juan  
Norman Kasian  
Lori Keith  
Maria Lesczynski  
Joselito Limon  
Ludivina Mendoza  
Gloria Moraldo  
Kim Nguyen  
Patricia Pradel  
Margaret Prefontaine  
Lynda Rohs  
Walter Szczepaniak  
George Szilvasi

#### 20 YEARS OF SERVICE

Shirley Bodnar  
Elphie Curtis  
Jan Hawkins  
Bambie Kaiser  
Ligaya Monte  
Evelyn Perez  
Valerie Sobiak  
Anne Williams  
Angela Zacharuk

#### 25 YEARS OF SERVICE

Myrna Bulaong  
Lori Butler  
Carmencita Codilan  
Dean Collingridge  
Estela De Castro  
Lilly Duguay  
Linda Dutton  
Virginia Hernando  
Michel Levesque  
Sheree Meyer  
Constancio Sanchez  
Susan Southern  
Sandra Wood

#### 30 YEARS OF SERVICE

Liz Allen  
Janet Charles  
Patricia Clark  
Barbara Riley  
Flordeliza Sharma

#### 35 YEARS OF SERVICE

Darnley Alleyne  
Eva Lavallee  
Loretta Noseworthy  
Marlene Smith

Volunteer Services is ultimately responsible for the Gift Shop's operation and supervision. Profits are returned to Riverview in the form of a donation or a special purchase. Last year, for example, mobility monitors were purchased for the Personal Care Home program for residents who are at risk for wandering.

The Gift Shop's hours were extended a year ago when a part-time position was added to Volunteer Services. Dom Di Curzio, who fills this new role, is responsible for weekend and evening volunteer programming. With Di Curzio's input, the Gift Shop is now open one evening per week and from 10 to 4 p.m. on Saturdays and Sundays.

The Gift Shop is not the only area positively affected by the arrival of Di Curzio. With a supervisory person now available to recruit and coordinate volunteers during weekend and evening hours, additional programming can be offered to patients. As well, more youth can be recruited because volunteer opportunities are now available outside school hours.

Di Curzio is well qualified for the role: he has been a Riverview volunteer himself for the past decade, starting when he was a teen. He continues to work as a volunteer in both Volunteer Services and Nutrition Services while attending university full-time.

Volunteers at Riverview come from everywhere and include many who are family members of current and past residents. Active recruitment by Volunteer Services includes notices through the Volunteer Centre of Winnipeg, public service announcements in local newspapers, general mailouts to schools and churches and partnering with other hospitals to attend volunteer recruitment fairs at both the university and high school level.

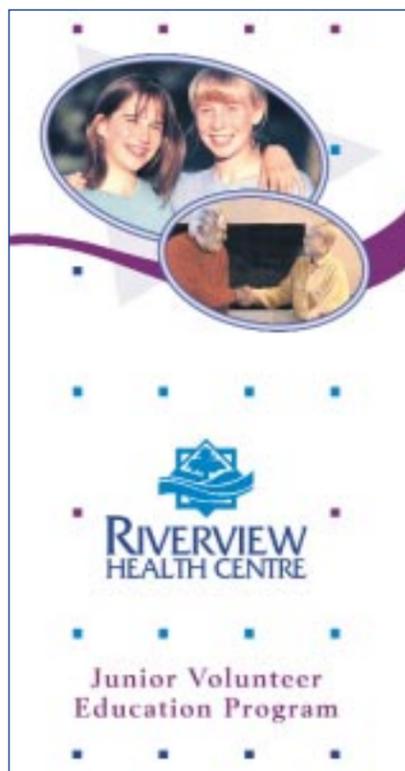
As well, notices are placed in Riverview's newsletter and on the facility's web site at [www.rhc.mb.ca](http://www.rhc.mb.ca). Information on volunteering at Riverview is being expanded on the web site to include more details on

current needs and how to get involved.

However, the most common method of recruitment is an old-fashioned one – word of mouth. Volunteers and staff often recommend Riverview to others who are interested in volunteering. Students, who must complete 40 hours of volunteer work as part of their graduation requirements, encourage their friends to check out the facility as a great place to volunteer. Riverview also benefits from its proximity to Churchill High School, with students there being more aware of the facility.

Youth who participate in the Junior Volunteer Education Program, which runs for three weeks in the summer and involves working alongside Riverview staff members in a variety of areas, often choose to become an ongoing volunteer afterwards. One of the additional benefits for students volunteering at Riverview, adds Wark, is becoming familiar with the different job options that could be open to them down the road.

**For more information on Volunteer Services and how to get involved, contact Kim Wark at (204) 478-6208.**



### Interested in Volunteering?

Riverview always needs additional volunteers, particularly those who are available to help out during the daytime Monday through Friday. Here is a sampling of current needs:

**Medical Escorts**

Help residents attend medical appointments.

**Patient Care Services**

**Recreation Program Volunteers**

Assist with a variety of recreation program, particularly art/painting, piano playing, helping with active games and card/board games.

**Friendly Visiting**

Visiting with residents/patients on a one-to-one basis.

**Speech Language Volunteer (training provided)**

**Special Event Volunteers**

Assist as needed for special events held once or twice per month.

**Gift Shop Leader**

Oversee the various functions of the Gift Shop.

**Van Drivers**

Requires a valid class 5 license and a clean driving record. Knowledge of the city would be beneficial.

Check the Riverview web site at [www.rhc.mb.ca](http://www.rhc.mb.ca) for future updates on volunteering opportunities.

## Riverview's Museum and Archives Project Wins Award

Anyone interested in learning about the history of Riverview Health Centre, from its early days as a hospital for communicable diseases to its recent redevelopment into a state-of-the-art facility for long term and rehabilitative care, can visit the Centre's Heritage Museum.



Riverview's Heritage Museum

History buffs can also review documents, photographs, films, videotapes and artifacts in the Centre's Archives Room.

These fascinating collections, known together as the Riverview Health Centre Museum and Archives Project, have become available to the public within the past year, and they have recently received positive attention: the Association for Manitoba Archives (AMA) has awarded the Project with its Outstanding Achievement Award.

The Award recognizes a project which is "innovative, cutting edge and enhances the understanding of

the role of archives." Riverview's Museum and Archives Project is also cited as making "a significant contribution to Canadian history and culture by enhancing society's understanding of the history of communicable disease control."

Three representatives of Riverview – including Jean Bissett, the Centre's retired Coordinator of Education Services, who organized the collections – have been invited to attend the AMA's annual Once Upon An Archives event to be held on December 7th at the University Women's Club.

... "Financial Services" continued from front

are also available for individual meetings with senior staff on a monthly basis or as required.

### Customer Service Survey

During 2003, Financial Services sent out a customer service survey to all departments and work areas at Riverview Health Centre asking for feedback on the service it provides. All comments and suggestions were reviewed, and Financial Services staff discussed what could be done to make improvements.

"We implemented some changes as a direct response to that survey," says Vincent. "For example,

we have reduced the turn-around time for reimbursing staff for out-of-pocket expenses."

A more general change has to do with making assumptions about people's knowledge of finances. "We try not to make any assumptions, especially when it comes to department financial statements," says Vincent. "We ask if people understand, then help them if they don't."

It's a proactive approach – one that's bound to have a positive effect on the way staff, patients, residents and families view the financial side of things at Riverview Health Centre.

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](mailto:enquiries@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

**Manager, Public Relations**  
Sandra Stewart 478-6270

**Contributing Writers**

Wanda McConnell  
Beth McKechnie

**President & CEO**  
N.R. Kasian

**Photography**  
Hugh Walker



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