

HEALTH VIEWS

Fall 2013 • Edition 1

A Publication of Riverview Health Centre

FACES at Riverview

- 40 years on the job and no sign of slowing down.
- Extra time for clients all in a day's work.

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Meet Some Special People

Retirees and long service employees get their day in the sun.

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Wedding in Worship Centre Offers Legacy of Love for Groom's Father

In usual circumstances, when a man hopes to marry his beloved, he might consider asking her father for permission to propose.

The situation was far from usual for a Winnipeg couple who married earlier this year in Riverview Health Centre's Worship Centre. In their case, the groom's father asked the bride-to-be if she would marry his son.

Groom Ken Palmason was thrilled when Erika Csak said "yes" without a moment's hesitation. Ken's father, Sigmar Palmason, then a patient on

Riverview's Palliative Care Unit, was just as happy. With not long to live, his son's engagement and subsequent whirlwind wedding gave him a special kind of peace: he would have the opportunity to witness Ken's marriage to a beautiful and genuine daughter-in-law before he passed away.

"Dad loved Erika - they had a loving and fun relationship," says Ken. "We knew he wouldn't be with us much longer, and it was important for him to know that I'd be okay after he was gone."

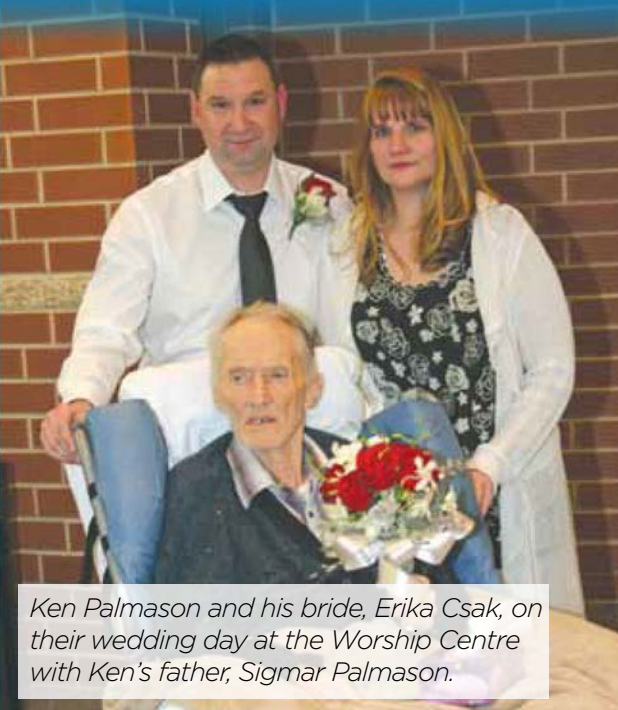
The "proposal" from Sigmar occurred on Thursday, January 10, and it was decided that the wedding would take place three days later at the Worship Centre on Sunday, January 13. In that short time, Ken and Erika managed to contact the Centre's chaplain, schedule the venue, obtain a licence, book a marriage commissioner, buy wedding bands, find two witnesses and, last but not least, figure out what to wear.

With 31 close friends and family attending on short

notice (including a few who were informed the morning of the ceremony), the wedding turned out to be a touching and special ceremony; it celebrated the beginning of a long partnership between Ken and Erika, and it gave a proud father one last chance to honour a son and his bride with a short speech, which he accomplished despite his weakened health.

"It was the most beautiful thing to hear, knowing that his journey was ending while ours was just starting," says Ken.

Sigmar passed away less than three weeks later on February 1, with Ken and Erika by his side. His stay at Riverview had only lasted a couple of months, but the couple was struck by the wonderful care, which they describe as full of dignity and comfort. The availability of the Worship Centre was a godsend for them as well because it provided a sanctuary for one last graceful and meaningful ceremony to share with their beloved patriarch. ●



Ken Palmason and his bride, Erika Csak, on their wedding day at the Worship Centre with Ken's father, Sigmar Palmason.

In Honour of and In Memory of donations

Donations can be made to Riverview Health Centre Foundation as memorial gifts, honorariums, or to commemorate special occasions and important milestones. Gifts listed below were received between October 16, 2012 and July 31, 2013. The names of the individuals being acknowledged through a donation are in bold. Donors' names follow.

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Leona Wiebe

Continued on P8 →

Riverview Staff SHINE a Light on Values

If you could pick five values that, to you, best guide your decisions and actions at work, what would they be? Would your list include accountability? How about equality and harmony? Would you consider creativity and recognition to be highly important? The list of possibilities goes on and on...

Through an initiative called SHINE, employees at Riverview Health Centre recently had the opportunity to take part in this exercise: they were asked to identify five "value" words, from a list of over 60, that describe their highest ideals about what really matters...about the things they stand for. This fall, the SHINE team will unveil the five values most often identified by employees at the Centre.

SHINE stands for "Share, Help, Inspire, Navigate, Excel" and it involves harnessing the energies of all staff to work towards the common good. It came about when two staff members in Health Information and Communication Services (HICS) - Debbie Svaling and Ilia Murray - started talking about getting employees involved at the grass roots level on the topic of personal values.

"We wanted to find a way to make Riverview even better than it already is, and we wanted to do this by getting people to think about their values and how these values can be 'lived' in the workplace," explains Svaling, Manager of HICS. "SHINE is a written, public declaration of intention. SHINE is a complement to our corporate value statement. It is easy to understand and easy to remember."

SHINE got started last fall when Murray and Svaling solicited volunteers for the SHINE team. About 40 rose to the challenge, and these people became the promoters of the project.

"We did not want to use a top down approach - we wanted people to want to assist with the initiative," says Murray, a

health information management professional. "SHINE considers that it is the job of leaders to make better leaders, not to make better followers."

The SHINE team then invited all employees to attend one of 12 short sessions held in the Thomas Sill Auditorium. Participants of the sessions were asked to choose their values and to place their words in a ballot box. "It was an exciting thought to know that we had Riverview's employees' values in that box after each session," says Murray.

The SHINE team is now reviewing all the words to look for themes, and it plans to create a multi-media presentation based on the findings. All employees at Riverview can look forward to seeing that presentation, as well as to the exciting day when the five value words are unveiled. There is also a plan to weave the SHINE concept into new employee orientation so that new staff will have a greater sense of what Riverview is all about. Stay tuned this fall for SHINE's findings! ●



Ilia Murray and Debbie Svaling of Health Information and Communication Services: leading through the SHINE initiative.

Share ... Help ... Inspire ... Navigate ... Excel ...



Still Loving It After 40 Years at Riverview

Cathy Williams-Stewart

SHIPPER-RECEIVER, MATERIEL MANAGEMENT

In Cathy Williams-Stewart's opinion, Riverview Health Centre is "the place to be." And she should know: she's been a loyal employee of the Centre for the past 40 years.

As someone who has loved her work all that time, it's not surprising that Williams-Stewart hasn't missed many days over the years. However, early in her time here, she got pneumonia and had to call in sick. Her supervisor's response cemented her loyalty to the Centre.

"She came by with groceries and medication - three times!" says Williams-Stewart, who at the time was a recent immigrant from Trinidad and Tobago. "I was so surprised that someone would take care of me like that. I was a single woman with no family in Winnipeg, and I realized I had found a place I could call home. I never forgot that kindness."

Now married with two grown girls - who both work at Riverview - Williams-Stewart still enjoys the camaraderie of her current co-workers and recalls many friendships from the past. She has worked in several different capacities over the years, starting as a nurse's aide in 1973, then moving to other positions, including ward clerk, transportation assistant and rehabilitation assistant.

"I moved around as positions came up so I could accept new challenges," she explains.

Today, she is the Centre's shipper-receiver, a job she does well because of her excellent organizational skills. "Cathy is diligent and particular about her job, and she's a lot of fun, too," says Nancy Steski of Materiel Management, who has known her for 26 years.

"I was a single woman with no family in Winnipeg, and I realized I had found a place I could call home."

Williams-Stewart has given back to the community in many ways. She is an Honourary Life Member of the local CUPE 500, after her many years of leadership with her local unit. She is also the Diversity Vice President with the Manitoba Federation of Labour, a position tasked with bringing the needs of visible minorities to the MFL.

At a grassroots level, she fund raises for numerous causes, including Churchill High School's lunch program, and she has volunteered as a board member and Past President of the South Winnipeg Optimist Club and the St. James Rotary Club. She has lent her assistance to many other organizations, but the list is too long to include in this article!

After 40 years, Riverview Health Centre is still the place to be for Cathy Williams-Stewart. "I love coming to work," she says. "My car just knows where to go." It goes without saying that Riverview is happy to have her. ●



Going "Over and Beyond" Expectations

Merrilynne Bjornson

PHYSIOTHERAPIST, DAY HOSPITAL

Merrilynne Bjornson doesn't do volunteer work. Here is the reason why this conscientious, caring and positive-minded physiotherapist does not fulfill any philanthropic obligations outside of her workday: she decided long ago in her career that any available "extra" hours would be spent with the patients on her case load. To that end, she works considerable overtime - without expecting anything in return - assisting rehabilitation patients at Riverview Health Centre's Day Hospital.

That generous attitude is only one of the many positive traits that helped Bjornson become the recipient of the recent Lori Yaworsky Quality Champion Award. "Merrilynne goes over and beyond Riverview's expectations for providing quality care to our clients," says Carrie Fruehm, Patient Care Manager at the Day Hospital.

"I truly believe that what you put into a job, you'll get out of it."

Fruehm, who was one of Bjornson's nominators, doesn't stop there with her praise. "I would want her as the physiotherapist treating my family members because I see daily the quality of care she provides. She does not take shortcuts, she keeps her word and she has a high ethical standard."

This year, 12 Riverview staff members were nominated (see below) for the Quality Champion Award, which recognizes an employee who provides exemplary on-the-job service, including teamwork, consistency and a positive attitude in their day-to-day work. The award is in memory of Lori Yaworsky, the Support Services Manager who passed away in 2002 after many years of dedicated service.

Bjornson accepted her award at a gala dinner held at the Centre in February. All nominees received accolades and a certificate of appreciation.

"It feels great to be appreciated for the work I do, and I'm thankful to my nominators," says Bjornson. "I truly believe that what you put into a job, you'll get out of it; I have pride in my work and try to bring a smile and a positive attitude to my patients." ●

THE QUALITY CHAMPION NOMINEES

Maureen Anderson PATIENT CARE SERVICES, CD1
Emilie Baldazo PATIENT CARE SERVICES, 4EAST
Karilynn Bowman SUPPORT SERVICES
Merrilynne Bjornson PATIENT CARE SERVICES, DAY HOSPITAL
Nola Brown SUPPORT SERVICES
Chris Edwards PATIENT CARE SERVICES, AB1
Sheree Meyer OCCUPATIONAL HEALTH SERVICES
Nancy Steski MATERIEL MANAGEMENT
Walter Szczepaniak PLANT AND PROPERTY SERVICES
Teresita Tweten PATIENT CARE SERVICES, 3WEST
Danielle Viegas PATIENT CARE SERVICES, 3WEST
Michelle Vien PATIENT CARE SERVICES, 4EAST

Long Service and Retiring Employees

Each year, Riverview Health Centre honours its long service and retiring employees with a recognition ceremony, awards presentation and dinner. Congratulations to the following who, in 2012, reached their milestones.

CONGRATULATIONS, RETIREES!



2012 retirees are (L-R): back row - Carmen Codilan, Patricia Clark, Thelma Podolosky and Marlyn Taylor; front row - Anne Cathcart, Armand Santos and Erlinda Silastre. Also retired in 2012 are Richard Dabrowski, Barbara Hooper, Jane Hyduk, Theresa Larabie, Carroll Maxwell, Ian McKenzie, Roberta Popoff, Patricia Pradel and Lynne Stem.

LONG SERVICE AWARD RECIPIENTS

30 Years of Service

Jim Putz
Robert Haiko
Suzanne MacDuff
Wilfred Sanchez

25 Years of Service

D. Wayne Baker
Crystal Caron
Nigel Chee-A-Tow
Kimberly Glowachuk
Joan Goulbourne
Brenda Kansky
Krystyna Kovaltchouk
Tracey Kushner
Janice Nelson
Carol Parkinson
Letitia Robinson
Nancy Steski
Irene Yamzon
Helen Zielinski
Wieslawa Ziobrowski

20 Years of Service

Gilbert Belanger
Teresita Dizon
Ermilinda Lopez
Ursula Muller
Barbara Rucinska
Anthony Scaletta
Debbie Svaling

15 Years of Service

Merrilynne Bjornson
Zosima Bolos-Garcia
Karilynn Bowman
Hirut Daba
Amelita De Castro
Miriam Escoto
Leonida Garcia
Merlina Garcia
Angele Gavin
Deborah Ginther
Tensae Hagheray
Sandy Hiatt
Eduardo Lameg
Yolanda Limon
Kelly Marks
Jennifer McDougall
Freshteh Mirzanejad
Lonn Overton
Anna Pater
Krystyna Powazka
Icylin Richards
Patrick Seargeant
Saba Seyoum
Pamela Sharda
Suzette Shaver
Jennifer-Ann Sierra
Kimberly Sperber
Rob Stuart
Angela Toews
Lorna Ventura

10 Years of Service

Dawn Barrett
Bonnie Booth
Charito Cepe
Elsa Critchlow
Yolanda Encarnacion
Ruth Geauvreau
Lauren Grey
Leigh Grouette
Jim Hill
Jason Hillier
Josephine Labit
Rosini Mangligot
Julita Mansilla
Josephine Mariano
Dale McTavish
James Millican
Jeff Montgomery
Diane Oliveira
Odette Oliveira
Wilma Pamplona
Stacie Piette
Rosemary Pocantos
Vernie Price
Amanda Schmall
Mark Strople
Kimberly Wiebe



35 Years of Service

Heather Caisley and Jaswinder Singh celebrate 35 years at Riverview. Nola Brown and Darcy Hastman also hit that milestone in 2012.

Odin the Safety Dog Brings Puppy Love to Riverview

For a long time, Neil Armer wanted a dog. Little did he know that when his dream finally came true this summer, he'd be sharing his "best friend" with everyone at Riverview Health Centre.

As the Centre's Safety Coordinator, Armer was always intrigued with Riverview's pet-friendly policy. He started wondering about the feasibility of obtaining a well-trained and good-natured dog that could become the "face of safety" for Riverview.

"I thought if we had a 'safety dog,' people would get to know him and he could become somewhat of a safety mascot," says Armer. He explains that, as well as being a therapy animal that can visit with patients, a safety dog can also be trained in search and rescue.

The idea was well received, and now everyone at the Centre is becoming familiar with Odin, Armer's yellow Labrador Retriever. Odin was purchased from a well-respected breeder in Utah known for providing intelligent, teachable and social Labs with friendly, gentle personalities.

When Armer picked up Odin in early July, the pup was just four months old and had already undergone an intensive puppy-training course. One of Odin's trainers had previously worked with the United States Navy training dolphins. Receiving training from such an expert gave Odin the skills to reliably respond to many commands.

That is just the beginning for this smart and lively puppy. "Labs have a great sense of smell and they can find a trail that's three or

four days old," says Armer, who regularly works on scent training with Odin. "Once trained, these dogs can find a lost person, come back to the trainer, then take the trainer back to the person."

Armer says that, although a Code Yellow (missing person) occurs only rarely, a trained safety dog could become a vital tool in a successful search, especially in the winter. At other times, the dog can be a friendly visitor to brighten the lives of patients and staff alike.

Eventually - after about two years - Odin will be trained and prepared to take his K-9 Provincial Search and Rescue Certification evaluation. If successful, Odin and Armer could be called to assist with search and rescue operations across the province. ●



Neil Armer and Odin: Once trained, a safety dog can find a lost person, come back to the trainer, then take the trainer back to the person.

Challenging the Defenders



There was some feverish competition at the Manitoba Marathon this year! The Riverview Rapids Defenders (RRD), which was the only relay team from the Centre entered in the 2012 Marathon, found themselves neck and neck in the June 16, 2013 event with a newly minted team, The Riverview Rapids Challengers (RRC). Both teams did really well, with the Challengers coming in 82nd and the Defenders 95th in a field of 663 teams in their category. Congratulations to everyone - well done!

Front Row: Carrie Fruehm, RRD, Manager Corporate Allied Health; Jo-Ann Cumming, RRC, Social Worker 2E; Jenna Vandurme-Wiens, RRC, Rec Facilitator 2E; Susanne Boyd, RRC, PT 4W.

Back Row: Neil Armer, RRD, Safety Coordinator, with Odin; Chris Edwards, RRC, Rec Facilitator 3W; Darby Cumming, RRC, Service Partner 2E; Glenn Fruehm, RRD; Daryl Perry, RRD, Chief Medical Officer.

Missing from photo: Ben Plett, RRD, PT, PCH.



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HEALTH VIEWS is published regularly by Riverview Health Centre to provide information about the Centre's programs, initiatives and activities to both the broader community and to its staff and patients.

Lorna Wenger
EDITOR 204.654.0012

Hugh Walker / Ian Willmer
PHOTOGRAPHY

Norman R. Kasian
PRESIDENT & CEO

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*The Riverview Health Centre's
Ethics Committee Presents:*

5TH ANNUAL ETHICS EDUCATION DAY

Wednesday, October 16, 2013
Thomas Sill Auditorium

Come and join us for an information session
about ethics in the health care setting.

Keynote Speaker
1 p.m. to 2 p.m.

George Webster, nationally recognized health
care ethicist from St. Boniface Hospital.

**Presentation of
Ethics Education DVD (Series 3 of 4)**
2:15 p.m. to 3 p.m.

Written and produced by RHC staff, these in-house videos provide role-play scenarios with follow-up discussion on ways to resolve conflicts regarding care expectations. They talk about how issues arise and what steps to take to ensure ethical solutions are found, with respect for the patient at the forefront of decision making.



INCOMING: Debbie Svaling-Feels Privileged

Debbie Svaling has come a long way in the last 21 years. Back then, she accepted her first job at Riverview Health Centre: a casual position as a health record technician. Today, she is the new Manager of Health Information and Communication Services.

"It's been quite a transition - there's a lot to learn, but I have a capable team," she says.

This new manager is enthusiastic when she talks about her staff members; she says they are exceptional, and she considers it a privilege to work with such good people. "It's a wonderful environment here, and my staff are a great group of people. Many have worked here for years and are committed to Riverview. It is a special place,

and if employees believe that, they will truly be able to make a difference."

Svaling's main focus right now is training the person who is taking over her previous position as Coordinator of Communication Services. Once that is accomplished, she plans to expand her knowledge of the health information side of the department.

"My background and training are in health information management, but my career at Riverview evolved to include more of the communication responsibilities," says Svaling.

She's looking forward to the day-to-day practices of health information. An important part of this service area is being responsive to the needs of the patients, residents and families. As well, the future of health information management includes a movement from paper-based systems to electronic ones, and Svaling foresees working with internal



stakeholders and partners in the industry to coordinate updated systems and practices. ●

OUTGOING: Pat Zaborniak-A People Person

Pat Zaborniak, Riverview Health Centre's recently retired manager of Health Information and Communication Services, covered a lot of ground during her 25-year career at the Centre. When she arrived in 1988, her title was "Medical Records Librarian" and she had a staff of three. When she retired in June, she managed 14 employees and had led a myriad of positive changes that will leave a legacy at Riverview and beyond.

With encouragement from the Centre's medical administration, Zaborniak designed a

new system that heightened communication with referring agencies. The result? Zaborniak's department no longer simply kept medical records but was fully involved in the admitting process, with ties to many of the province's referring agencies.

The department eventually took over Enquiry Services and switchboard operations, so its moniker was changed to "Health Information and Communication Services" to better reflect the breadth of its responsibilities.

Zaborniak found a way to keep the focus on people. She considered her department to be the gateway to the Centre's services, and she trained her staff to be welcoming. "When I started here, I was pleased to discover that the Centre's philosophy

included patient focused care," Zaborniak explains. "But it was only after I started working here that I learned to truly appreciate that patients must come first in a health care setting."

She even gave health information legislation a personal touch. With the advent of the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Health Information Act (PHIA) in 1997, she became the Privacy Officer at Riverview Health Centre. "It was an honour to meet all employees to talk about how each one of us can make a difference in the patients' lives," she says. ●

INCOMING: Dela Irwin - High Energy

Describing Dela Irwin as a "high energy kind of person" is an understatement. To illustrate, here's an example from the life of Riverview Health Centre's new Chief Human Resources Officer: when her now-adult children were ages three and five, Irwin went to law school full-time during the day while working full-time hours on evenings and weekends as a legal assistant.

"I'd take the kids to day care on the bus on my way to school, their dad was home in the evenings when I worked, and it all turned out fine," she says.

Life didn't slow down much for Irwin as she juggled work with a busy family life. However, along the way she enjoyed a variety of opportunities that prepared her well for the job at Riverview, which she started in May.

Irwin's background includes practicing both family law and labour law before moving to labour relations and human resources in the health care field.

A recent position was Director of Human Resources for the Interlake Regional Health Authority.

"It was a fabulous job, and I was responsible for many staff over a 26,000 square mile area," she recalls. "I travelled and had to be efficient - it wasn't just walking down the hall for a meeting."

The biggest challenge she faced was when the IRHA merged with the North East Health Association. Irwin and her team didn't know for six months who would stay on and who would lose their jobs. "I had to put on a brave face and try to reassure my staff when I was scared myself."

When the opportunity came up at Riverview, Irwin did not hesitate. So far, she's been busy settling in with what she calls a "great group of HR staff" and a wonderful management team. Her plan



is to expand support to her managers, especially when dealing with challenging issues. ●

OUTGOING: Lynda Juskow - Diverse Background

When Lynda Juskow arrived at Riverview Health Centre in March 2003, it was to fill the position of Chief Human Resources Officer.

That may sound like a fairly straightforward role, but in reality Juskow's managerial responsibilities covered a wide variety of areas in the Centre - Occupational Health, Education Services, Volunteer Services, Spiritual Care, Workplace Safety, the Staffing Office and the Home Care Office - to name a few. As if that weren't enough, she also oversaw all staff events, such as the Long Service Recognition evening.

"Lynda was into every nook and cranny of Riverview," recalls CEO Norman Kasian. "She demonstrated her abilities right from the start and we were fortunate to have her for as long as we did."

Juskow was able to manage her large portfolio because she came equipped with experience in many different areas of health care. She admits, though, that her nursing background was key to her success as a leader at Riverview.

"I worked for 20 years in intensive care, and had several progressive managerial positions in nursing," she explains. "This experience helped me to understand, from an insider's perspective, how different areas of a hospital operate."

She also recognizes that staff in all of her departments contributed to her success. "They are highly skilled, dedicated individuals who continuously provide excellence in service for their field."

As her career progressed, Juskow became interested in human resources, so she went back to school for additional education. In 1991 she landed the job of Director of Human Resources at Concordia Hospital, a position she held until 1998.

But Juskow didn't stop there. In 1998, she began focusing on labour relations. She moved to the

Labour Relations Secretariat - the bargaining arm of the Winnipeg Regional Health Authority. For the next four years she was a negotiator for various health care collective agreements, and she travelled regularly throughout Manitoba.

Considering this diverse background, it's not hard to understand why Kasian continued to give Juskow increasing areas of responsibility. Coupled with her penchant for setting high standards and her collaborative method of leadership, she became known as a fair and compassionate senior executive who was able to expertly balance employees' experiences with the needs of the organization, showing respect for all in the process. ●

2013 Cycle On Life Scores Touchdown

Cyclists in Riverview Health Centre Foundation's 2013 Cycle on Life had an additional reason to participate in the June 9th event: they received the opportunity to rub shoulders (or, should we say, bump fenders) with several alumni members of the Winnipeg Blue Bombers.

Riders could choose either a 24 km or a 70 km route, with a stop-off at the brand new Investors Group Field. Participants were among the first to enjoy a pre-season tour of the new facility, with the alumni players as their guides.

After the ride, everyone rendezvoused back at Riverview Health Centre for a barbecue brunch. In addition to random draws for prizes, riders were awarded \$50 WOW gift certificates for each multiple of \$500 they raised.

The 2013 Cycle on Life attracted the largest number of

participants in its 15-year history, and over \$100,000 was raised for the revitalization of the Centre's two 30-bed units that are dedicated to the care of those with Alzheimer's disease, other forms of dementia and those who display special needs behaviours. ●



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2013 Gala Dinner: Laughter is the Best Medicine

It's been known for a long time that it takes far fewer muscles to laugh than it does to frown. So why not relax, have fun and enjoy a few laughs with friends?

That was the idea behind this year's Centre Stage Gala, hosted by the Riverview Health Centre Foundation. Planners chose the theme "Laughter is the Best Medicine," then built the April 10th event, held at the Winnipeg Convention Centre, around the concept of fun.

Almost 500 Riverview supporters attended to enjoy a gourmet meal served by waiters dressed up as clowns, as well as a laugh-inducing after-dinner show by well-known comedian Derek Edwards. Emcee for the evening was Doug Speirs who, as humour columnist with the Winnipeg Free Press, is no stranger to comedy.

Long-time Riverview supporter George Andrews had the honour of presenting Bob Sokalski with the Friends of Riverview Award. Sokalski is Vice-Chair of the Foundation and a lawyer with Hill Sokalski Walsh Trippier LLP. He is highly deserving of this award, which was created to honour an individual whose commitment to Riverview enriches the lives of the Centre's patients and residents.

Gala guests were able to bid on a variety of desirable silent auction items, and a highlight of the evening was a live auction of three fantastic prizes led by auctioneer Bill Knight.

The Centre Stage Gala netted over \$105,000. These funds will be used to enhance the Centre's Special Care Needs units, which care for those with Alzheimer's disease and other forms of dementia. ●



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Meet Two New Board Members Foundation Attracts Qualified, Caring Community Leaders



Ralph Fyfe has known about the work of the Riverview Health Centre Foundation Board for ages. His neighbour, Bob Sokalski, is a long-time Board Member and current Vice-Chair. He's been hounding Fyfe for years to come "on board." Fyfe was intrigued but, up until a year ago, simply

didn't have time in his busy schedule. Luckily for the Foundation, that schedule recently eased up a bit, and the Realtor® from St. Vital agreed to join Sokalski and his colleagues as a Foundation Board Member.

"I've been a Realtor® for 35 years, and I've always been involved in industry-related volunteer work," says Fyfe, who works at Century 21 Bachman & Associates. Over his years in the business, his altruistic spirit landed him in numerous roles, such as President of WinnipegREALTORS, President of the Manitoba Real Estate Association and Manitoba Regional Director of the Canadian Real Estate Association.

In addition to all of this, he has served as a volunteer with other organizations, including the Canadian Red Cross and the Kiwanis Club. "I was raised in a family that believes we all have a social responsibility to give back, and I enjoy taking on these commitments," says Fyfe.

Now it is Riverview Health Centre's turn to benefit from Fyfe's generosity and knowledge. He has decided to start a new chapter so he can be active in other organizations. This time, when Bob Sokalski came calling, Fyfe was ready to say "yes."

"I think the strengths of a board include the experience of the board members and their willingness to contribute," he says. "I have completed my other commitments and am now ready to focus on Riverview."

For Joy Cramer, supporting Riverview Health Centre is a family affair. The Riverview Health Centre Foundation Board Member convinced her 12-year-old son, Jacob, to participate with her in the 2013 Cycle on Life held in June. Jacob took the job seriously: he not only completed the 70-km route with his mother, but he raised \$2,500 for the Centre.




It's not surprising that Cramer would pass on her altruistic spirit to her child. Currently in her second term on the Board, she has proven herself to be a leader of volunteers by chairing the Centre Stage Gala committee for two years.

Cramer takes volunteering and her role as Board Member seriously. She is a graduate of the Directors Education Program offered through the Institute of Corporate Directors in Toronto. "This program provides insight into the workings of a board and helps participants become familiar with board governance," she says.

Professionally, Cramer has long been involved in the area of community housing and is currently the Deputy Minister of Housing and Community Development for the Province of Manitoba. She has served on many related committees, such as the Poverty Reduction Council and the Co-operative Loans and Loans Guarantee Board.

Concern for her fellow Manitobans is a common thread in her experiences, so it was almost second nature for her to accept the Foundation Board position, on the recommendation of Bob Sokalski, the Board's Vice-Chair.

"I was familiar with Riverview as I had toured the Palliative Care unit when my mother was ill with cancer," she says. "I was impressed with the respectful, caring attitudes of the staff, so it was not hard to say 'yes' to Bob."



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Golf, Summer & Riverview: Three Things that Go Well Together

A hot summer day greeted 160 participants in the 11th Annual Riverview Charity Golf Classic held at Glendale Golf and Country Club on August 20. This special event got its start in 2003 when Frank Wade and Vince Boschman, both of RBC Dominion Securities, decided to raise money to support Riverview. Everyone enjoyed an afternoon of lunch, golf and snacks on the course, followed by dinner. Thanks to all participants and to our sponsors, the event netted \$55,000 to help fund enhancements to the Centre's Alzheimer's, dementia and special behavioural needs units.

For information on next year's event, contact Jon Ljungberg: 204-478-6220 or email Jon at jljungberg@rhc.mb.ca.



Hosts Vince Boschman (L) and Frank Wade (R).

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SMILE FOR THE DAY

A little old lady sold pretzels on a street corner for 25¢ each. Every day a young man would leave his office building at lunch time. As he passed her pretzel stand, he would leave her a quarter, but he would never take a pretzel. This went on for a few years. The two of them never spoke.



One day, as the man passed the old lady's pretzel stand and left his quarter as usual, the pretzel woman spoke to him:

“Sir, I appreciate your business. You are a good customer, but I have to tell you that the pretzel price has increased to 35¢.”

Now it is your turn to make the Foundation smile. Please take the time today to donate to the Riverview Health Centre Foundation.



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