



Actionmarguerite

NEWSletter

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SPRING-SUMMER 2016

MESSAGE FROM CEO CHARLES GAGNÉ

A Banner Year

On June 22, we will present our 2015-16 Annual Report and Financial Statements to the Catholic Health Corporation of Manitoba (CHCM). This will be my 12th annual report as CEO. We should be proud of the evolution of our facilities, the growth of our programs and services, as well as the quality and competence of our entire staff.

We are happy to say that the six pillars of our organization: spiritual health, ethics, sustainability, excellence, responding to unmet needs, and our linguistic mandate were all strengthened this year. We continue to more effectively deliver on our mission of providing exceptional health care to a more complex clientele requiring health care services.

In terms of excellence and ethics, the PIECES (Physical, Intellectual, Emotional, Capabilities, Environment and Social) training sessions, the antipsychotic reconciliation project, and Manitoba Health standards visits helped us better assess our performance vis-à-vis the residents, and we have seen continuous improvement in the quality of our care.

There is enhanced spiritual care coordination between our programs, with more compassion and palliative care programming. The compassion-focused training sessions have a very positive impact on our staff and residents.

We are also proud to be able to meet all the specific spiritual needs of our residents and staff through such initiatives as organizing a farewell ceremony after the passing of a resident and before accommodating a new resident into the room, or holding Indigenous smudging or more traditional religious ceremonies. There is room for all these spiritual events at Actionmarguerite, and we are always grateful to the many volunteers who contribute to the success of this program.

In terms of our capacity to meet unmet needs, 2015-2016 saw a number of changes in several St. Boniface units with the hiring of 40 new staff to more effectively respond to diverse needs, including those of younger adults with complex needs and individuals with dementia-related behavioral issues. These individuals were not receiving the appropriate services in traditional hospital or personal care home settings, and Actionmarguerite responded to the call to go where the need was greatest.

Other renovations underscore our commitment to sustainability: the roofing in St. Vital, the bathtubs at St. Joseph and St. Vital, and the personal care home units at the St. Boniface facility. This infrastructure renewal allows us to continue to receive and place residents in functional, safe settings, regardless of the buildings' age.

Also in 2015-2016, a new residence became part of the Actionmarguerite family - St. Joseph's residence. While there is still work to be done to harmonize our practices and processes, this was a real milestone achievement.

Lastly, we have made our mark where language is concerned by providing active offer training to our managers and staff, English and French speakers alike, starting in St. Vital and upcoming/soon to come in St. Boniface. These sessions have helped raise staff awareness of the importance of French language services, even when they aren't specifically requested. Our linguistic mandate is increasingly clear, and our clients expect to receive quality health care services in both English and French.

In St. Boniface, we have also begun to assess the staff's current proficiency and provide them with the support or language training they require to be more comfortable while responding to residents in French. These assessments help us support employees who are committed to becoming bilingual, while at the same time ensuring that our clients, who wish to be served in English or French, receive quality services.

Moreover, some of the previously bilingual personal care home units at St. Boniface are now designated for Francophone residents. French-speaking residents and their families can now live more in French to the extent that we can allocate resources to support a cultural environment adapted to their needs.

For more details, the complete Annual Report will be available online as of June 30, 2016 at www.actionmarguerite.ca.



It is with great pleasure that we welcome to Actionmarguerite the following new employees:

ST. BONIFACE

Care and Services

Pushpinder Kaur
Stephanie Hempel
Ramanpreet Kainth
Madeleen Agustin
Michael Gorre
Maria Gracia Imperial
Michelle Sundell
Leah Macalipay
Karishma Aggarwal
Clementine Foe
Julie McNair
Julia Morin
Safiatou Doumbia
Elaiza Antioquia
Pauline Gauthier

Community Programs and Services

Lovely Agbay

Administration

Merveille Kialanda
Renz Salvador
Camille Croteau

Physical Plant and Maintenance Services

Joseph Venus

Housekeeping, Laundry and Materials Management Services

Angelani Bendara
Richard Andrich

ST. VITAL

Care and Services

Melissa Kehler
Jeannette Madhosingh
Brittany Labossiere
Jeanette Beya
Richard Dupasquier

Food Services

Marissa Nazeravich

ST. JOSEPH

Care and Services

Katherine Placido
Bernadette Gaspar
Stephanie Rouet

We look forward to having them as members of our team!

KAREN BAYES, VICE-PRESIDENT, FIRST GENERAL SERVICES (WINNIPEG)

"I give to Actionmarguerite because my husband's grandfather was a resident at the Taché Centre (now Actionmarguerite St. Boniface) some 35 years ago, and he received exceptional treatment. He was truly loved and the staff took wonderful care of him. My mother also spent time at Taché Centre's Day Centre for seniors. Whenever I came to pick her up, she had a smile on her face. She was always happy to be there.

At Actionmarguerite, the staff are always very kind; they are lovely people."

Like Karen Bayes, donate to improve and enhance our residents and clients quality of life.

Call 204-233-3692 or visit actionmarguerite.ca



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Carole Freynet-Gagné



Yolanda Fernandes



Kelly Rowles



The history behind the active offer of French language services

When Actionmarguerite renewed its French language services policy in 2015-2016, one of the first orders of business was to organize active offer sessions at its designated Francophone or bilingual locations. These sessions began at Actionmarguerite St. Vital.

“When employees are not French speakers, residents and their families hesitate to speak French,” says the instructor Carole Freynet-Gagné. “The active offer is everyone’s responsibility. Unilingual employees also have a role to play in letting residents know, when they first arrive, that French language services are available and that they will do everything they can to find a French speaker.”

This visible, welcoming approach is key, because many seniors are loathe to ask for services in French. “Seniors often speak English, even if it isn’t their language of choice, because they have gotten used to hiding their French,” says Kelly Rowles, licensed practical nurse at Actionmarguerite St. Vital. “They are afraid of causing problems by asking to speak French. It’s our responsibility to inform them that it’s not a problem and that it’s their right to speak French.”

Carole Freynet-Gagné has also used these sessions to remind unilingual Actionmarguerite St. Vital employees of the importance of using common French greetings and short phrases, even if they can’t sustain a conversation. “Many unilingual employees don’t want to say ‘bonjour’ because they are afraid of disappointing when they can’t continue in French; but that ‘bonjour’ helps create a Francophone ambience and shows respect for the French language. It’s important for our French-speaking residents because Actionmarguerite is their home.”

Yolanda Fernandes, a registered nurse at Actionmarguerite St. Vital, took this advice to heart. “Ever since the training session, I pay more attention to what the residents say in French, and I try harder to understand and learn new words from them. Continuing to learn these new words and phrases is worth it; they make a difference.”

These active offer sessions started with an historic overview of the Francophone community’s experiences with their language and culture, which opened many people’s eyes.

“I had no idea what the Francophone community went through to be able to speak French,” says Kelly Rowles. “It explains why it’s important to keep French alive here.” Yolanda Fernandes adds that she has gained a better understanding of the residents and their pride since the session, and “I want to do everything I can to help them in their mother tongue.”

Geneviève Ngatcha, a Francophone registered nurse at Actionmarguerite St. Vital, already offered services in French but intends to step up her efforts. “Some seniors chose our facility because it’s Francophone. They fought to use French, so it’s very important to at least say ‘hello’ and ‘how are you’ in French.”

Furthermore, if unilingual staff have more work to do, the same applies to the bilingual staff. “They need to understand that if unilingual staff ask them for help, it’s with a view to offering the best possible service to our residents and their families,” says Carole Freynet-Gagné. “The active offer is a team effort.”

GLENLAWN COLLEGIATE: CREATING HAPPY MEMORIES THROUGH PAINTING

Glenlawn Collegiate students have created paintings to adorn the walls of the Younger Adult and Dementia care unit at Actionmarguerite St. Boniface.



Students at Glenlawn Collegiate working on the next painting exhibition that will adorn the walls of Actionmarguerite.

Stacey Berrington

“In the Glenlawn art class, we enjoy creating works of art that can be donated to different facilities housing the sick or the elderly,” says art teacher Cloyd Barth. “More than a dozen of our works are on display at CancerCare; we’ve done work for the Canadian Institute for the Blind, and are now working on our second series of artworks for Actionmarguerite.”

“Many students volunteer for each new project like this one,” he says. “Bringing a human touch to an institutional setting is a wonderful act of citizenship for our students who are making others – including residents, their families and staff – happy.”

In the words of Grade 12 student, Stacey Berrington, “I really don’t have time to volunteer outside of the classroom, so this was an opportunity for me to give back to my community.”

The students and their teacher started by choosing a

painting theme together: the four seasons. “Everyone is familiar with it,” says Cloyd Barth. “Our goal is to choose a theme that evokes pleasant memories for everyone.”

Another Grade 12 student, Walid Alkhatab, was inspired by the fall season. “I found a picture of a falling leaf similar to the one on the Canadian flag but with different colours, like the many faces of humanity. I liked it because it represents the diversity of this country, of Actionmarguerite and the various people associated with it, and it also represents me, given that I came from Syria to live in Canada.”

Stacey Berrington chose winter. “When I looked at everyone else’s work before starting my own piece, I saw a lot of fall, spring and summer, and I wanted to create a balance,” she says. “I have fond memories of winter, so it really resonated with me. I think it’s the best painting I’ve ever done!”

AN ARTIST BORN FROM CHANGE

Walid Alkhatab, a Grade 12 student at Glenlawn Collegiate, arrived in Canada from Syria in October 2014. While getting used to a new country and a new culture, he also discovered a new-found passion for painting. Today, he is one of the students selected by art teacher, Cloyd Barth, to lead the Actionmarguerite art project.

“When I arrived here, I met someone who started painting at age 18 and realized he was very good at it,” says Walid. “I wanted to be like him, so I gave it a try. Mr. Barth showed me how to use the brushes and I was actually quite good at it.”

“Sometimes, when I’m feeling down, I start painting and I feel better. Time passes quickly when I paint; three hours feel like only 15 minutes!”



Walid Alkhatab

HONOURING OUR NURSES

For the first time this year, Actionmarguerite celebrated National Nurses Week on May 9 to 13.

Actionmarguerite was filled with laughter and emotion throughout National Nurses Week, featuring an opening ceremony on May 9, the Nursing Olympics on May 11, and the awards ceremony underscoring the contributions of the most outstanding nurses from the three Actionmarguerite facilities on May 13.

For this first edition of the event, which the organization plans to repeat in the years to come, nurses Nicole Chouinard from St. Vital, Marjorie Geron from St. Joseph, and Fabien Piette from St. Boniface were honoured after being chosen by their peers to receive the Nursing Excellence Award.

Marjorie Geron was recognized for her warm smile, leadership, kindness, curiosity, and her drive to work hard and achieve results. "I would never have been able to receive this award without the mentoring I received from my colleagues," she says. "While this award inspires me to keep striving to do better, my greatest reward has been my good fortune to have chosen the nursing profession in the first place."

Nicole Chouinard, who will celebrate her 40-year career at Actionmarguerite next year, has always shown compassion

for the residents, enthusiasm, expertise, professionalism, leadership, empathy and a real desire to improve the lives of others. "Nicole is a treasure," says Anna Lebrun, St. Vital's Resident Services Manager. "She is a voice for our residents, their families, and our staff."

"I really love my work and I believe in Actionmarguerite's mission," says Nicole. It honestly doesn't feel like I have been working 40 years. I love nursing as much today as when I started."

Fabien Piette, who has worked at Actionmarguerite for 10 years, was recognized by his peers as a role model for compassion, devotion, authenticity, openness and kindness towards others, whether they are residents, staff or family members.

"I am really passionate about what I do, so this award means a great deal to me," he says. "It's a great honour. I have been continually supported and valued over the past decade. I couldn't have asked for a better team to work with, and it's thanks to them that I have been able to excel at my work. They had confidence in me."



The three recipients of the first National Nurses Week Awards for Excellence at Actionmarguerite, from left to right: Marjorie Geron, Fabien Piette and Nicole Chouinard.

Proud artists

One week a month, volunteers Dianne Marion and Joan Hradowy give seniors at the Actionmarguerite Day Centre the opportunity to work on a group art project. The same project runs from Monday to Friday so that all the groups at the Centre can be involved.

The art materials include watercolours, acrylics, markers, collages, card-making, paint-by-numbers, stamps and pastels. "I always try to think of something new that they can make successfully," says project leader Dianne Marion.

Each month, the two volunteers spend a great deal of time preparing their activity, breaking it down into simple steps so that seniors, regardless of their dexterity, can participate and produce something beautiful.

"It gives us great pleasure to see their smiles and pride in having created a work of art that they never believed they were capable of making," says project assistant Joan Hradowy. "They rarely have the opportunity to create art like this."

For Helen Drewniak, a Day Centre regular, these art sessions take her back to her youth. "When I was a child, I always enjoyed drawing," she says. "I love art, and I enjoy learning everything they teach us in the art sessions."

Another participant, Nancy Moore, attends these sessions because "they make me feel good. I have fun. I love everything we do, and I am proud to display my work at home. My walls are already full of my pieces!"

Outdoor enhancement project

When Actionmarguerite St. Vital built L'unité Marguerite in 2006, it extended into the existing outdoor courtyard, cutting off its pathway. To rectify this, the residents' council, families, and the Actionmarguerite Foundation have begun fundraising to renovate the courtyard so that it can be used by residents and their families, especially in spring and summer.

"This rehabilitation plan will cost \$100,000 and will comprise two phases," says Charles Gagné, CEO of Actionmarguerite. "We have already raised the \$60,000 required for Phase One with grants from the Winnipeg Foundation, the Actionmarguerite Foundation, and the Enabling Accessibility Fund of Employment and Social Development Canada.

"The project, which began in May, involves building a new patio and renovating an existing one, creating new direct access from the main entrance, building a new deck near the solarium, and addressing water leakage issues.

For Phase Two, the Council has set a \$40,000 target that will be raised through contributions from residents and their families to create additional outdoor gathering places as well as a large patio.

"It is our hope that Phase One will give families a better understanding of the project goals and the desire to contribute to Phase Two," says Charles Gagné. "This outdoor courtyard, which is sheltered from the wind and surrounded by large trees, is the perfect spot to enjoy the fresh air and greenery. People can even take a short stroll through the garden."

To donate to the project, call: 204-233 3692, extension 643.

Golfing for the cause

On June 2, the First General Services insurance restoration company held its 16th golf tournament in support of Actionmarguerite, in La Salle.

"Golf is very popular in Manitoba. Our adjusters and brokers really love this sport, so it was the ideal activity for having a collective good time," says Karen Bayes, Vice-President at First General Services in Winnipeg. There were 30 of us at our first tournament 16 years ago. This year, 116 golfers signed up!"

While the ultimate goal of the golf tourney is to have fun and enjoy their time together, Actionmarguerite is always the big winner, given that it receives all the funds collected at the First General Services tournament.

"Every year, First General Services donates a grand prize, which participants try to win by buying tickets," says Karen Bayes. "This year's prize is two garden hammocks, and we hope to reach our goal of \$25,000 in funds raised."

For the past several years, Actionmarguerite has also put together its own team of golfers to participate in the First General Services tournament.



A comfortable and pleasant bathing experience

The four bathrooms at St. Joseph Residence (SJR) will be entirely renovated by the fall, thanks to a donation of more than \$110,000 from the Friends of St. Joseph's Residence.

"The bathtubs in these bathrooms were part of the original 1982 construction, and two of them can no longer be used," says Sheresse Weekes, Assistant Director of Care at SJR. "It was a real problem, complicated by the fact that these tubs are so old that repair parts are no longer available. And the showers are ancient."

"Once the new bathrooms are installed, the 100 residents who go for their weekly bath will see newer, larger bathtubs that give them the option to sit and use the spray attachments as a shower. They will also find new showers along with towel heaters that don't exist in our current bathrooms."

"This will significantly improve our residents' bathing experience," says Sheresse Weekes. "Bathing should be a pleasant, comfortable experience. This has not been the case for quite some time, and our residents are all looking forward to the change!"

"Friends of St. Joseph's understand that the bathing experience affects all our residents and their quality of life, and that these renovations were sorely needed," she says. "Without their generous donation, this project would not have been possible."



Sheresse Weekes with one of the original bathtubs slated for replacement.



MEET THE VOLUNTEER ANNETTE LAVALLÉE!



Annette Lavallée

Annette Lavallée has volunteered at the Actionmarguerite St. Boniface Chapel for the past eight years. "I welcome the residents, get them seated in the chapel for mass, and help take them back to their rooms afterward," she says. "I also help prepare the mass."

Mass is held every Tuesday, Thursday and Friday morning in the Actionmarguerite St. Boniface Chapel. For many residents, it is important to attend as often as possible. "It fills up quickly, especially if I don't get the chance to seat them," says Annette Lavallée.

It was Annette who chose to work with seniors in the chapel. "I used to

give communion in the residents' rooms, but I prefer to be in the chapel," she says. "I started volunteering when my brother-in-law was here. I came almost every day and I wanted to do something."

"I am a volunteer because I love seniors," she says. "We get attached to them and vice versa. Volunteering at Actionmarguerite is my life now; I don't know what I'd do with myself without it!"

Annette Lavallée is also proud to speak English and French to the residents. "Their language is important to them – it really matters. So the fact that I'm a bilingual volunteer is as valuable for them as it is for me," she says.

NEW RESIDENT COUNCIL SYSTEM IN ST. BONIFACE

Actionmarguerite St. Boniface is moving from an elected residents' council to three non-elected residents' councils that would welcome the participation of all residents and their families. The last council of seven elected residents was honoured at an awards luncheon on April 27.

"The elected residents' council dates back to a time when it was easier to secure resident involvement," says Charles Gagné, CEO of Actionmarguerite. "They were younger, more active and mobile, and more capable than our current residents, and could therefore effectively represent residents' needs. Today, these needs vary significantly from unit to unit, and not everyone can voice them, such as the residents in the Dementia and Alzheimer's Program. We also feel compelled to include residents' families to benefit from their experience at Actionmarguerite."

To address this issue, three different councils will be created in the summer of 2016: one for the Dementia and Alzheimer's Program, one for the Complex Care for Younger Adults Program, and one for the Personal Care Home Program. Each council will be open to residents and their families, so that residents who cannot express themselves or participate for any reason are also represented.

"These three councils will be an important point of contact for us, to identify specific needs from all the units and programs on a day-to-day basis," says Charles Gagné. "Each council will meet five times a year, and two of these meetings will take the form of a tri-council gathering with the management team to help create a dialogue between all the various



services. We hope that many families and residents will come out to at least one meeting. The more participation, the better for us!" The first meeting of the new resident council will take place on June 28.

MANITOBA HEALTH STANDARDS COMPLIANCE



Marielle Lafond

The three Actionmarguerite long-term personal care facilities of St. Boniface, St. Vital and St. Joseph all received visits from Manitoba Health from March to May 2016 which had for objective to assess their compliance with provincial health standards.

"Manitoba Health developed health standards in 2005, following a critical incident in a provincial long-term care facility in 1997," says Marielle Lafond, Actionmarguerite's Chief Nursing Officer and Director of Resident Services. "Since 2005, Manitoba's 125 facilities have been assessed every two years."

Specifically, each facility is required to meet 26 standards. Five core standards are assessed every two years, and the remaining 21 are assessed over a six-year period at the rate of seven standards every two years.

While Manitoba Health visits are not new, this year was different from previous visits given that Manitoba Health redrafted its health standards in January 2015. "The three visits went very well," says Marielle Lafond. "While there are always things to work on to improve our care and quality, it's all very doable."

Each facility received its results and recommendations in follow-up to the Manitoba Health Standards visit. The Actionmarguerite facilities have 60 days to submit an action plan and 120 days to make improvements and be in a position to provide a status update.

The results of the Manitoba Health visits to the three Actionmarguerite facilities are available on request. "We want to be as transparent as possible," says Marielle Lafond. "This Manitoba Health monitoring process and attention to detail is an opportunity for us because it guarantees the quality of care we provide to our residents."

CELEBRATING MILESTONES TOGETHER

At Actionmarguerite's two residences for semi-independent seniors, Chez-Nous and Windsor Park Place, birthdays are something to celebrate. To ensure that nobody is overlooked, a monthly event celebrates the birthdays of all the residents born in that month.

"A birthday is a milestone in our residents' lives," says Feza Kungwa, Supervisor, Supportive Housing Program, at Actionmarguerite. "Most people celebrate their birthday, so we naturally wanted to continue the tradition. We always choose a date that doesn't fall on anyone's actual birthday, to give families the chance to plan something for that day; we invite musicians, we sing, we dance and we share some cake. For residents who have no family, it's an opportunity to have a real party!"

This past May 11 at Chez-Nous, Liana Lambert, 91, Gordon Froom, 83 and Anne Weir, 80, blew out their birthday candles to the music of the Prairie Songbirds.



From left to right: Gordon Froom, Anne Weir and Liana Lambert surrounded by their loved ones to blow out their candles.

"It was the best party I've ever been to," says Anne Weir. "I've never had so much fun; I felt such peace and love. I enjoy people, especially getting together and having fun, which is exactly what we did."

"And I really loved the music," she adds. "It brought back wonderful memories of when I used to dance. It was very relaxing." The octogenarian even took a brief spin on the dance floor with her son.