



Connections

Giving hope, comfort, peace and sharing community with those we serve.

SPIRITUAL CARE SERIES OFFERING

LAUNCH OF SERIES IN SPRING 2020

IHCAM, in collaboration with the Catholic Health Association of Manitoba (CHAM), will be offering a new Spiritual Care Series (SCS) Volunteer Training Course in the spring of 2020.

This course was developed in the wake of a highly significant development in the way Australia cares for older people: the release of 'National Guidelines for Spiritual Care in Aged Care' in 2016. One of the key messages in the National Guidelines is that **spiritual care is everybody's business**. The spiritual needs of the older person must be attended to, not only by one person such as a spiritual care specialist, but that **everyone across the older person's care team needs to be sensitized to looking after people's spiritual needs**.

The future of aged care depends on care providers being able to demonstrate that they have a deep holistic understanding of the older person and are paying attention to the fullness of that person within that context. By paying attention to spiritual care and building that into an organization's mission, the whole staff is being sensitized to have a holistic understanding of the older



John Swinton

John Swinton is a professor in Practical Theology and Pastoral Care. Honorary Professor of Nursing, Centre for Advanced Studies in Nursing, University of Aberdeen. Prof. John Swinton is a world-renowned expert in dementia and meaningful ageing, and the founder of the University of Aberdeen's Centre for Spirituality, Health And Disability. Professor John Swinton is also a registered nurse for people with learning disabilities and a registered mental health nurse.

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person, helping to make the older person's care experience a positive one.

For over 15 years, Australia's Health Television Network has produced high quality evidence-based educational programs, which promote and respond to the physical, mental and spiritual needs of our ageing population.

This series is comprised of eight, 2 hour segments:

- Understanding the ageing process
- Spirituality in ageing
- Good Communication
- The Power of Storytelling
- Dementia
- A New Home & a New Way of Life
- Grief, Loss, Death and Dying
- Roles, Boundaries and Self-Care

More information on this Spiritual Care series will be communicated to you in the New Year. If this peaks your interest, contact Julie at 204-235-3136 or jtmaynard@cham.mb.ca



Interfaith Health Care
Association of Manitoba

Association interconfessionnelle
en soins de la santé
du Manitoba

THE POWER OF STORYTELLING

Stories have been used to hand down learning and knowledge for thousands of years. A good story engages our curiosity, emotions and imagination. Stories have a transformative power to allow us to see the world in a different way than we do if we just encounter it on our own and they are an entry point to understanding a different experience of the world.

In this Connections edition, IHCAM is sharing some of the stories that have been collected through its communications strategy that demonstrate the impact and role organizations in health care that are faith-based have on people and their communities.

Andy's baptism



Andy was always a bit of a rough and tough guy in his working years. He spent time as a mechanic in the railroad industry, as well as a security and prison guard. He enjoyed hunting, fishing, bowling and curling. Andy was married to his wife Pat for 54 years until her passing.

Andy was never active in politics, community or church, but occasionally attended a Catholic church, as it was his wife's faith. When Andy moved into Resthaven nursing home, he would often share stories like when after a serious accident, he was sure that it was God's intervening that kept him alive. He had also shared how it was only when he asked for God's help that he was able to quit smoking.

One of the staff asked him one day if there was anything that he wished he could still do while on this earth. He expressed that he really wished he could be baptized and join the church so he could be buried in the cemetery with his wife.

Since the staff heard him express this several times, a concerted effort was made to facilitate Andy's wishes. With the local priest, church sponsors, and staff support, Resthaven was able to provide Andy with the comfort and hope he needed.

Vacation planning to the ER

Sunday at noon, my husband and I were discussing making the last payment on a Panama Canal cruise. At 1:30 p.m., I was calling 911. At 4:00 p.m., I saw him unconscious, with a tube down his throat, and connected to a ventilator. He spent 3 days like that in the ICU, and ten more days waking up in the ICU before coming home.

During that time, the care, compassion and support of almost every member of the health care team at the St. Boniface Hospital was evident.

The volunteer in Emergency found a quiet, private spot for my son and I to wait to speak to the doctor. The Doctor laid out clearly and compassionately what was happening and what to expect. The ICU team made sure I understood what the issues were, and involved me in the plan to manage his illness. Some of them worked 16 and 20 hour shifts to care for him and others, and kept their compassion evident. As he improved, they made him an active partner in his care.

The Spiritual Health practitioner offered me a shoulder to cry on, and prayers of hope. My colleagues in faith based health care across the province shared thoughts and prayers, picked up my workload and celebrated with us when my husband came home.

Faith based health care encourages staff to share their humanity with patients and families. It sure made a difference for us!

Joyce Kristjansson

SHARE YOUR STORIES

Please send your inspirational stories from people who work in your facilities, residents, clients, patients, or family members who have had positive experiences they would like to share. Thank you.



My name is Allison Dunfield. When my husband and I found out we were having twins, we were surprised and a little terrified. But no sooner had we gotten over that shock, when we found out one of them was not thriving. At five months into the pregnancy, he passed away. Our grief was immense for the little boy we would never see grow up.

Luckily for us, we were being cared for by the nurses and doctors in the high-risk unit and we had never felt more welcomed by the gentle ways of the staff.

When it came time for our twins to be born, I knew I had to see my son. The hospital social worker arranged for us to have a private room after the birth so we could hold him. The caring nurses provided a memory package including a death certificate, his weight and measurements and other special keepsakes to celebrate our baby. While unexpected, it made the experience of our painful farewell so meaningful.

The on-site chaplain also helped us hold a private funeral service right at the hospital for our son, in which she guided us through our grief. She blessed our son with holy water, said several prayers for him and lit candles. While I can't say we took it all in, with the sadness we were feeling, we felt a beautiful sense of togetherness with our son, a sense that we had said a proper goodbye.

While we will never be free of the grief of losing our son, we'll never forget the compassionate spiritual support we received from the staff of the hospital. That support eased our pain and made us able to move forward as a family.

My name is Sara Reid. I began my career at the Simkin Centre personal care home shortly after high school graduation. I worked in recreation while pursuing my nursing degree. It was clear that working with seniors is what I was meant to do. Every day I get to help make someone's life a little bit better and a little bit easier, within the spirit of a faith-based facility. What could be more rewarding than that?

The cornerstone of who we are and what we do at Simkin revolves around our mission – to provide health care and services to our residents in accordance with Jewish values and traditions. In my experience, faith affects healing, well-being and the transition to end-of-life.



Faith also bridges culture and diversity, sharing opportunities to celebrate together, learn from and support one another. People express their relationships with religion and spirituality in different ways, yet there is a conscious connection through faith.

As I reflect on the mission of the Simkin Centre, the word Kavod is on my mind. It means honour due each person. One afternoon a resident passed away, and as she was being wheeled on a gurney to leave the facility, resident Abe stopped his power scooter, stood up and said "this is Kavod".

And then there was Ruben, a long-time resident who could no longer go on outings outside of the facility. When his great grandson was born, the family held the newborn baby naming ceremony in the Gobuty synagogue at Simkin. Traditions of faith and honour impact who we are – how we celebrate, gather and mourn together.

What I love the most about working at the Simkin Centre is the community of faith. Our residents, families, and staff care for and support one another. As a nurse, and now as assistant director of care, I get to spend my days with remarkable, grateful people who give more to me than I could ever possibly give to them.



Holy Family Home

Holy Family Home, located at 165 Aberdeen Avenue in Winnipeg is an accredited, 276-bed personal care home owned and operated by the Sister Servants of Mary Immaculate. On October 22nd, 2019, Health, Seniors and Active Living Minister Cameron Friesen announced a new, four-storey building with 157 new long-term care beds at the Holy Family Home in Winnipeg was officially opened .

“We are improving health care for Manitobans by expanding access to consistent, reliable care for seniors,” said Friesen. “The expansion at Holy Family Home will make a real difference for residents and their families including those suffering from severe dementia and disruptive behaviours.”

The new, \$66.7-million building at Main Street and Redwood Avenue replaces the 116-bed Building B. It includes seven 21-bed units, each with its own home-like dining, activity, bathing, lounging and staff support areas. In addition, there is a 10-bed special care unit, which is self-contained on the ground level and includes a secure, outdoor courtyard. This unit provides care for residents with severe dementia and disruptive behaviours.

The project also included:

- renovations to the existing facilities, including an adult day program area, front entrance, rehabilitation clinic, treatment room, staff education room, central staff locker area and the chapel;
- a sustainable green building design, using geothermal energy and power-smart systems; and
- the creation of a family dining area.

The official blessing of Holy Family’s Home will take place on January 8, 2020. Doors open at 5:30 p.m. followed by a formal program at 6:00 p.m.



MEMBERSHIP OPPORTUNITIES

The Interfaith Health Care Association of Manitoba (IHCAM) is a voluntary non-profit provincial association created in 1995 and comprised of health and social care organizations that are owned and operated by nine faith groups; Baptist, Catholic, Jewish, Lutheran, Mennonite, Pentecostal, Salvation Army, Seventh-Day Adventist and United. IHCAM advocates on behalf of its membership the value of faith-based health care and governance, and creates opportunities for sharing of information, formation, and communication.

IHCAM’s membership represents over 13% of Manitoba’s health care budget employing over 10,000 staff and attracting over 2000 community volunteers. **Associate Members consist of individuals or non-profit health care organizations operating in the Province of Manitoba.** If you, or your organization, is interested in becoming a Regular or Associate member, contact our executive director Julie Turenne-Maynard for more details at 204.235.3136 or jtmaynard@cham.mb.ca.

Individual membership: \$50

NFP Organization: \$300

Healthcare Organization: Formula-based fee structure



Actionmarguerite

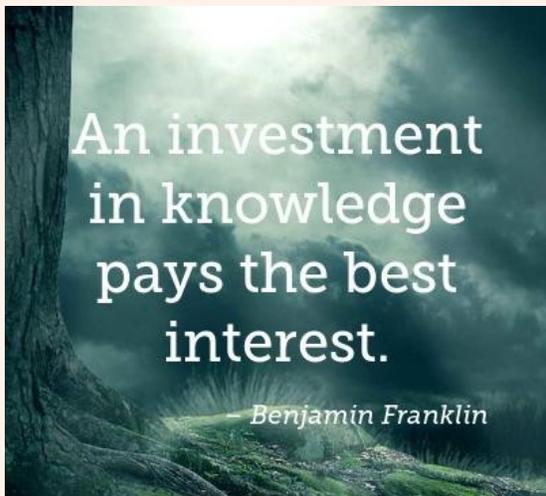
Service & Compassion



WCB vice-president of compensation services Darren Oryniak (right), presented **Actionmarguerite with the 2019 Return to Work Award** during the MB Chambers of Commerce Business Awards. Actionmarguerite’s chief HR officer Sheila Bayda says that their partnership with WCB Manitoba has greatly improved their safety record and return-to-work process. Other finalists included another IHCAM member, Donwood Manor, as well as the Birchwood Auto Group. To view the video, click on this link:

<https://youtu.be/aHK5SZpFVmY>

Actionmarguerite operates personal care homes, specialized care programs for the elderly and adults living with acquired brain injuries, as well as two community foundations in St. Boniface, St. Vital and the Maples in Winnipeg. As an employer of 1,000 staff, Actionmarguerite recently invested heavily in training, equipment, and new therapy approaches to support person-centered care and safe work practices over the last few years. It has adopted Gentle Persuasive Approaches (GPA) to retrain staff working with clients with advanced forms of dementia or acquired brain injuries, and Return to Work for staff. It is this focus on people that helped them realize a decrease in work injury time loss by 87% over a three-year period at their three locations.



Interfaith Health Care Association of Manitoba
Association interconfessionnelle en soins de la santé du Manitoba

FORMATION DEVELOPMENT FUND FOR IHCAM MEMBERS

Members who are interested in attending a formation or continuing education opportunity and require financial support are invited to submit an application to the formation development fund.

[HTTP://IHCAM.CA/MEDIA/IHCAM-MEMBER-DEVELOPMENT-FUND.PDF](http://ihcam.ca/media/ihcam-member-development-fund.pdf)

Wed, Feb 19, 2020 7:30 AM

7th Annual Multifaith

LEADERSHIP BREAKFAST GUEST SPEAKER
NEIL CRATON MD
author of "WISDOM FROM THE HOMELESS"



INTERFAITH HEALTHCARE ASSOCIATION OF MANITOBA

SBGH Education Building,
N5067 - 431 Taché Avenue
Winnipeg, MB R2H 2A6
204.235.3136 jtmay-nard@cham.mb.ca www.ihcam.ca



<https://www.eventbrite.com/e/7th-annual-manitoba-multifaith-leadership-breakfast-tickets-85591501485>

OPINION: CARING FOR CAREGIVERS SHOULD BE TOP PRIORITY



More than 220,000 Canadians currently reside in a nursing home or long-term care facility, with the number projected to increase steadily as the Canadian population ages. This may include our parents, other relatives or friends, and it could include us too. Unfortunately, staffing shortages have become a perpetual concern for long-term care facilities across the country. Projections indicate this staffing crisis will only increase as more Canadians enter long-term care facilities without enough trained professionals to care for them.

But it's not just a numbers game. Our recent research demonstrates it is also about the job satisfaction of professionals who provide care for some of our most vulnerable aging seniors. **So, what are the factors associated with job satisfaction in residential long-term care—and why does it matter?**

For over a decade, Alberta-based Translating Research in Elder Care (TREC) has been compiling robust long-term data on 94 long-term care facilities across B.C., Alberta and Manitoba, surveying staff regularly. In our recent research, TREC data were used to examine the job satisfaction of nurses and other allied health-care workers, such as social workers, physiotherapists and recreation therapists.

Our research has found that **emotional burnout is associated with job dissatisfaction**. This matters because previous studies have found that poor job satisfaction among long-term care employees is associated with lower quality of life for residents, for example, because it contributes to staff turnover, poorer staff health and well-being, as well as an increased risk of medical errors and an increased risk of adverse health events. It would be comforting to know that the people charged with caring for our loved ones, or ourselves, are satisfied in their jobs and are given the necessary tools and training to feel empowered to give the best possible care. **Clearly, caring about our caregivers should be a top priority.**

The good news is that we also found much can be done to promote job satisfaction among professionals who care for our vulnerable seniors. Organizations can take practical steps to enhance health-care workers' satisfaction with their jobs by finding ways to increase orientation and on-the-job training, finding ways that staff can find more time to be with residents and allowing for dedicated spaces for staff to connect. **Enhanced job orientation may provide an important foundation for new employees by increasing opportunities to learn about the organization's values, beliefs and mission.** This may, in turn, enhance employees' sense of empowerment and work engagement, which we have found to be crucial for job satisfaction.

Both nurses and allied health-care workers need to feel empowered in their jobs by having a meaningful purpose. For allied health-care workers, the ability to spend more time with residents or to share best practices with colleagues was associated with higher levels of job satisfaction. For nurses, creating additional dedicated space where they could connect and discuss confidential issues may also enhance job satisfaction.

All nursing and allied health staff should be encouraged to pursue and assist with, as much as possible, ongoing education about various aspects of caring for older adults. Ensuring newly hired nurses have sufficient orientation and continuing education opportunities also leads to better outcomes for both older adults living in nursing homes and for the nursing homes overall. Investment in staff preparation and training is good for managers too. In a related study, we found that long-term care managers' ability to exercise leadership, have impact, grow social networks and have robust training and orientation for the job was directly linked to their job satisfaction. Finding strategies and providing training and education to support managers will help them deliver high-quality care.

As the number of Canadians ageing increases over the next several decades, we need to pay close attention to the health and well-being of the workforce caring for these older Canadians. The happier and healthier they are, the better care everyone will receive.

Laura D. Aloisio is a research co-ordinator with the Clinical Epidemiology Program at the Ottawa Hospital Research Institute. [Carole A. Estabrooks](#) is scientific director of the pan-Canadian Translating Research in Elder Care (TREC), and professor and Canada Research Chair in the [Faculty of Nursing](#).



Staying true to their Mission

December 1st, 2019 marked the 50th anniversary of Luther Home located on Andrews St. in Winnipeg. Through the years, the organization has focused on promoting health, preserving human dignity, and enhancing a person's self-image through the provision of physical, mental, spiritual, and social well-being of all persons in their care.

They have a mission to minister with love and compassion to the physical, mental, spiritual and social needs of persons within their facility and the community. Recently, Julie Turenne-Maynard, Executive Director of IHCAM, had the opportunity of meeting the administrators of Hospitality House Refugee Ministry.

This non-profit organization has for many years been Winnipeg's leading sponsor of refugees. Thousands have been sponsored from appalling refugee circumstances, into new hope and productive lives in Canada. The refugees continue to flood into Winnipeg, and while caring families look after many, others must look to the support of Hospitality House to survive their first year here.

Several parishes and individual donors have generously supported the work over the years. Karin Gordon and Tom Denton have dedicated themselves for

the last four decades in helping refugees arrive safely, live and prosper in Canada.



During Julie's conversation with them, Karin explained how she is a house-mother to some of the refugees, and that a second home would be needed due to the growing demand.

She approached Luther Home to see if they would be able to accommodate this need. As Luther Home is true to their mission, they have provided Hospitality House with a large 10 bedroom home at 364 Leila for their use in sponsoring refugees. This kind gesture is formidable and is a saving grace for the refugees Hospitality House works with.

The congregation of Christ Lutheran Church provided a channel whereby love, born through faith in Christ, has been made visible and directed to the service of all people.

"A refugee is someone who survived and who can create the future."



Calvary Place turns 20 in January 2020

In 1998, the officers of the Heritage Benevolent Association became aware of the intention of the Health Department to proceed with plans for a 100-bed facility at 1325 Erin Street. In January of 2000, Calvary Place opened its doors and has committed itself to providing a safe haven for our residents.

Calvary Place is a 100 bed, faith-based, not-for-profit Personal Care Home in Winnipeg, Manitoba. It is committed to providing Resident focused care in response to the needs of the residents, their families and the community and in keeping with the Christian principles of Pentecostal Assemblies of Canada.



Community Health Assessment

Manitoba is taking bold steps to improve access to care, quality of services and patient outcomes. Clinical leaders and health system experts from across the province are working on a provincial approach to the planning and delivery of better health care for Manitobans. This work is supported by clinical data and evidence, including the information presented in Manitoba's Community Health Assessments (CHAs).

In order to make the most of that data, the CHA Network will be creating an interactive web-based tool by the summer of 2020 to improve accessibility of the data collected and allow individuals, stakeholders or researchers to drill-down to find out more about their own neighborhoods, age-groups etc.

Visit Shared health at: <https://sharedhealthmb.ca/about/quality-patient-safety-learning/community-health-assessment/> to view all five regional health authority reports.

CEOS ON THE MOVE

A YEAR OF CHANGE

2019 has been a time of change for some of IHCAM's member facilities.



Last spring, **Irwin Corobow** announced his retirement. **Laurie Cerqueti** was hired which then led to an opening for the CEO position at **Meadowood Manor**.



Nicole Boonstra, a long-term employee at Meadowood Manor as social worker and education coordinator applied and was promoted to the position of CEO.

Virginia Collins also announced her retirement as CEO from **Prairie View Lodge PCH** in Pilot Mound and as **Rock**



Lake Hospital & PCH in Crystal City. **Alison Fijala**, who was as previously the Resident Care Coordinator at Prairie View Lodge was promoted to the CEO position for both facilities.

Recently, a few more retirement announcements have been made.

Tabor Home

After many years as CEO of Tabor Home in Winkler, **Sherry Hildebrand** will be retiring in mid-January. Sherry is currently mentoring the newly hired CEO, **Carolyn Fenny**. We look forward to meeting her in the New Year!

Paul Ruest of **Villa Youville** in Sainte-Anne is retiring at the end of December



2019, and **Gilbert Audette**, the current Director of Services and Housing is being promoted to the CEO position in the New Year. Welcome Gilbert!

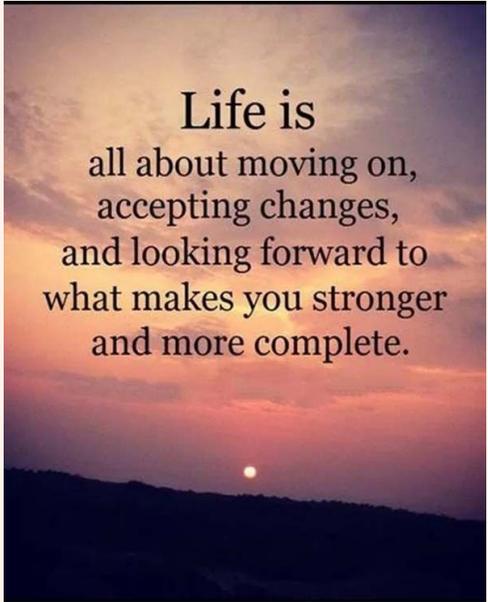


Collin Akre of **Park Manor** has also announced his retirement and **Abednigo Mandalupa Jr.** was recently appointed by the Board of Directors as the new Executive Director, CEO/CFO for Park Manor Care, effective January 20 2020.

Abednigo is currently the Finance & HR Director for Park Manor Care, having joined the organization in January of 2015.

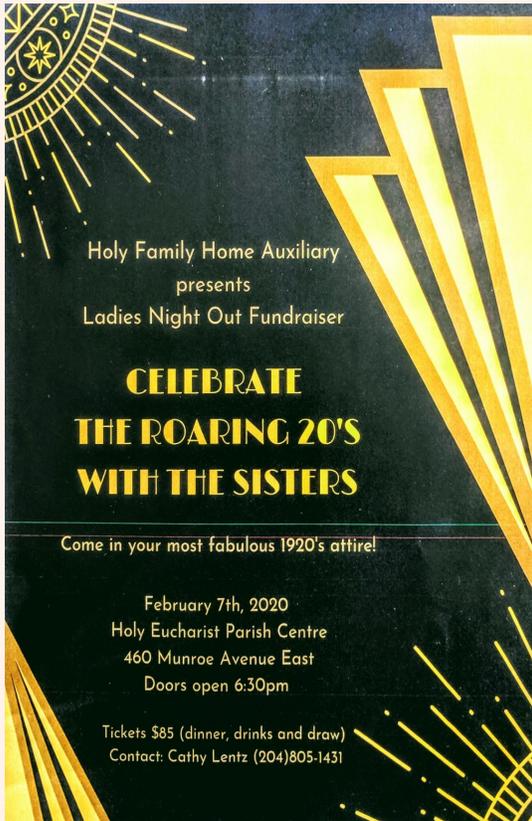
On behalf of all IHCAM members, we offer our gratitude to the retired and retiring CEOs for their years of service in leading their faith-based healthcare organizations. Retirement is the end of one chapter and the beginning of a new one. May the next chapter of your lives are as good or better as your previous!

IHCAM also wishes to congratulate the new and incoming CEOs who are embracing new challenges in their career path as CEOs in health care organizations.



Life is
all about moving on,
accepting changes,
and looking forward to
what makes you stronger
and more complete.

IHCAM MEMBER UPCOMING EVENTS



Holy Family Home Auxiliary
presents
Ladies Night Out Fundraiser

**CELEBRATE
THE ROARING 20'S
WITH THE SISTERS**

Come in your most fabulous 1920's attire!

February 7th, 2020
Holy Eucharist Parish Centre
460 Munroe Avenue East
Doors open 6:30pm

Tickets \$85 (dinner, drinks and draw)
Contact: Cathy Lentz (204)805-1431

HavenGroup Foundation Dessert Evening Fundraiser

March 6, 2020



Featuring Canadian singer/song writer and guitarist, Steve Bell

Steinbach Evangelical Mennonite
422 Main Street | 7:00 PM

For tickets contact the HavenGroup Administration office 204-346-0126
Or hginfo@havengroup.ca

 HavenGroup Foundation (2006) Inc.
A HAVEN GROUP PARTNER

Mark your Calendars

- Holy Family Home Official Blessing of New Expansion - January 8
- Holy Family Home Roaring 20s with the Sisters - February 7th
- World Day of the Sick February 11th
- Multifaith Leadership Breakfast February 19th
- St. Boniface Ethics in Healthcare Film The Upside - February 19th
- HavenGroup Foundation Dessert Fundraiser - March 6
- St. Amant Winter Fish Off March 21
- Spiritual Care Series - Spring 2020

St. Boniface Ethics in Healthcare Film Series

The Ethics Department at SBH invites you to attend a new film series exploring themes related to medicine, humanity and life.

Wednesday, February 19th at 6 PM



The film will be introduced by Katarina Lee (Clinical Ethicist) and Leighton Knapp (Manager of Social Work & Spiritual Health) with moderated discussion to follow.

For more information please contact the SBH Ethics Department at 204.235.3619

Samuel N. Cohen Auditorium (351 Tache Ave) **FREE**



Ticket & Event Info
Coming Soon

SATURDAY, MARCH 21, 2020

11am – 2pm—Falcon Lake

PROCEEDS
SUPPORT THE
ST. AMANT
AUTISM
PROGRAMS

