



Awards for Excellence Ceremony 2018



The Awards were presented by Richard Cloutier from 680 CJOB Radio.

Awards for Excellence are given each year by the Long Term & Continuing Care Association of Manitoba to honour the efforts and dedication of outstanding service teams, employees, volunteers and providers who go “above and beyond” to offer care and services in a variety of care and living settings – for example: Personal Care Homes, Supportive Housing residences, Retirement Residences, (sometimes known as Assisted Living), Adult programs, Community and Seniors resource centres.

The award is open to all staff and volunteers who are engaged in providing care and services to seniors throughout the province of MB.

Judging

An independent panel of judges reviews all of the nominations and selects the award recipients. This year the judges created a new Sponsorship to go towards sustainability for each award winners’ initiative, thanks to John Frizado from Azores Furniture Manufacturing for his generous contributions for each award winner.



Thank you to all who submitted nominations. On behalf of the Long Term & Continuing Care Association of Manitoba, we would like to formally congratulate all of the nominees for their valuable contributions to the lives of clients and residents in Manitoba. By now, all nominees will have received a letter from the Association’s Board Chair, recognizing their special achievements. It is quite an honour to be nominated and recognized by your peers and colleagues. Thank you for your continued efforts to provide exceptional care and services that enrich the lives of seniors in Manitoba.

The first award goes to Marion Pringle



All who know Marion, know her as a very dedicated person with many roles and many hats.

Marion is the Regional Director for Revera Long Term Care in Manitoba and for the past 18 years has been directly responsible for overseeing 8 personal care homes and 1,300 of our most vulnerable seniors. Prior to this, she was the Director for Continuing Care for Manitoba Health. Marion has also been active within the broader Manitoba continuing care community. She volunteered on the Board of the Long Term & Continuing Care Association and was the Chairperson of that board for 4 years.

Over the past two decades of her career, Marion has been a visible presence and strong voice within the Long Term Care (LTC) continuum. She advocates for LTC interests at a variety of tables and with numerous stakeholders. Marion does not hesitate to speak up if the issue at hand does not represent the best interests of Manitoba's Seniors. She always ensures their voices are heard through her!

Marion provides leadership and direction that enhances and supports residents' rights and quality of life.... "a person-centred approach" She advocates tirelessly for the improvement of living environments for residents and for the advancement of technology within the continuing care sector.

Examples of her advocacy in technology are:

- She secured \$5 million in Federal funding in the late 1990's to implement the MDS – Home Care (HC) planning tools in Winnipeg. Through these pioneering efforts, Manitoba was an early adopter of the RAI-HC in Canada.
- Marion has been a strong and successful advocate for the implementation of the electronic health record and point-of-care documentation within the Manitoba Revera homes.

Alongside these initiatives, Marion has demonstrated a significant, strong commitment to the professions that practice in nursing home environments. She has raised awareness for the role of professionals: nurses, nurse practitioners, social workers, therapists and dietitians - to name a few, and in so doing, has raised the level of respect for the complexities of caregiving to seniors.

In her role as Board Chair, Marion offered leadership and advocacy for the benefit of the continuing care sector at large. She fully supported the Association's new Strategic Directions to broaden membership, launch a new navigational system on the website, strengthen the advocacy role for seniors and their families, as well as communicating and partnering with government, regional health authorities and other interest groups. During her tenure, a position paper was developed in response to the Provincial Aging in Place policy, that eventually led to the formation of a Provincial Committee reporting to the government. Recommendations from this committee were incorporated into the Governments' "Blue Print for Continuing Care".

Marion's determination and ability to 'stay the course' is one of her greatest strengths and is evident in her work and advocacy within LTC. Over the years, her wisdom about the health system and its workings and interactions with government and health authority personnel, have created strong relationships and many partners.

Marion's work and philosophy has established a foundation for excellence in Long Term & Continuing Care in Manitoba. Her efforts and achievements are helping pave the road towards a LTC of tomorrow that is more responsive and reflective of the needs and priorities of residents and families.

Marion has requested that the Sustainability monetary award go to the music therapy program at Revera.

The second 2018 Award for Excellence goes to Susan Gray and Surbi Suhagia



Susan and Surbi are both rehabilitation aids at Bayside personal care home.

At Bayside, the entire team believes physical wellness and autonomy are major contributors to health and safety and therefore essential to quality of life for their Residents.

Using that philosophy, Susan and Surbi developed walking programs, balance training, and range of motion (both passive and active ROM) activities three times a week for residents to treat problems such as:

- Age related contractures and Pain related to arthritic stiffness
- Fractures
- And to build confidence for residents who are fearful after having a fall

But Susan and Surbi did far more than just develop programs and activities. These ladies added a heavy dose of FUN to the fundamentals of all these activities! They don't just organize group exercise programs, they organize fun, resident centered 1 to 1 therapies. They strive to motivate residents and improve their sense of self confidence.

The Walking Program is designed to improve leg strength, balance and circulation. By ensuring capable Residents get up for a walk regularly we can improve their safety, strength and comfort. The Rehab Aides can utilize a Steady Mate Walker which harnesses the Resident to the walker to prevent falls and allows the Rehab Aide to walk the Resident safely with a minimum assist of one staff. This walker offers the fearful resident a sense of safety and therefore boosts their confidence while ambulating. Susan and Surbi also de-escalate responsive behaviors by walking with residents who are restless, anxious, pacing or exit seeking.

The Range of Motion Program is designed to increase the Range of Motion of affected joints that have limited movement related to previous injuries, surgeries or chronic conditions (arthritis etc.). The goal of this program is to allow the Resident to function and complete daily tasks as independently as possible for as long as possible.

The Sit to Stand Program is designed to increase the Residents core strength, leg strength and improve balance. The resident will use a specially installed railing located on each nursing station to pull themselves into a standing position. These strengthening exercises also aid in fall prevention, improve core strength and improve circulation to legs and feet.

And Touch therapy is offered. We all know about the healing powers of touch! Surbi and Susan provide therapeutic touch to Residents who suffer from chronic pain and for Residents whom are wheelchair dependent. The touch therapy improves circulation; decreases pain and can reduce anxiety. Hand, foot and back massages are offered to Residents.

Surbi and Susan work hand in hand with the Physio Therapist, Occupational Therapist and Charge Nurse to prioritize needs and establish resident centered goals for improved mobility, strength, safety and autonomy.

Bayside has achieved significant success in helping residents with fractures, and stroke and age related contractures to return to an improved state of function. This would not be possible

without the dedication and compassion that is woven into these care and therapy programs delivered by these two ladies.

Surbi and Susan are dedicated team mates who work diligently and with great passion to improve the resident's physical and mental status and safety. They offer positive encouragement and set attainable resident centered goals. They make the recovery process fun by showing the residents that they genuinely care about their conditions. You will often see the residents and our Rehab Aides laughing in the hallways during their exercises. Susan and Surbi are kind, knowledgeable and integral members of our Resident support team and our facility and residents are much stronger for their daily contributions.

The Third Award goes to Patricia Larkin



Pat is the Staff Development Coordinator for the Interlake Eastern RHA Personal Care Home (PCH) Program.

She develops and delivers education and support to 16 Personal Care Homes across the vast geography of the Interlake Eastern RHA. Pat is dedicated to resident-centered care and always has both the safety of residents and their quality of life at the forefront.

Pat has been a registered nurse since 1976 and is one of those role model for nurses with an exceptional level of engagement and expertise that she shares freely with anyone who asks!. Pat knows health care well and draws on her experiences in settings such as acute care, intensive care, community and home care settings and of course, most recently in long term care. The breadth of her experience offers an incredibly valuable resource to draw upon!

The IERHA had to redevelop the structure and policies of the PCH program to amalgamate the previous practices of the two former RHAs. This work was extensive and took several years to accomplish. Pat has been an integral part of this program development to ensure the quality of care delivered in the PCHs of the region and sought out information around best practices for implementation. Pat is conscientious in all the work she does and goes above and beyond to

ensure there has been collaboration and consideration of all stakeholders involved. Her attention to detail is remarkable and her support to facilitate the program in meeting the Manitoba Health PCH Standards as well as Accreditation Canada standards has been greatly appreciated.

Amongst Pat's many positive attributes are her kind demeanor, respectful approach and always..... that cheerfulness. She will roll up her sleeves to help anyone anytime! She has an extraordinary capacity to engage with staff in all walks of life, fostering a comfortable and secure learning environment. She is highly organized and able to adapt to whatever needs present themselves in a responsive and timely manner.

Pat's contributions are so many we cannot possibly cover them all today but here are a few:

- implementation of the violence prevention program;
- PIECES education;
- suicide screening policies and procedure development to meet the Accreditation Canada
- Documentation standardization

These few examples give us a flavor of Pat's outstanding contributions to the program as a whole. She has earned the respect of the management team, her educator colleagues in other programs and all the staff she has encountered and taught. She does not only teach others, instilling high expectations, she demonstrates these expectations in her own practice and approaches by walking the walk herself and modelling the way.

Pat will be retiring later this year which will be a huge loss to the PCH program but very much deserved. In keeping with her previously mentioned dedication, she has already developed an entire manual to help facilitate a seamless transition when she leaves her position, showing one again, just how remarkable Pat is!!