Once again this year, the Facility Management (FM) team is making lives better at Christmas time. In collaboration with the Christmas Cheer Board, the FM department put together a hamper and delivered it to a family of five in Winnipeg. Thank you FM team for living our motto, even outside our own walls!
The following staff members received Star Cards since the last Bulletin. Star Cards are sent by your fellow staff members or your manager and get shared with senior management. Congratulations to these Star Card recipients!

- Ofelia Evangelista - L4
- Alex Ashefon - L6
- Shannon Bacon-Langtry T3
- Cathy Scott - Human Resources
- Linda Robertson - Spiritual Care Volunteer
- Lisa Lloyd-Scott - PRIME
- Lisa Lloyd-Scott - Social Work
- Letty Mendoza - Dietary
- Chris Sarifa - Food Services

Someone saw you making lives better!

Do you know someone doing a great job or going above and beyond the call of duty?

Send them a STAR CARD!

Star Cards are located on every unit/department at Deer Lodge Centre. Ask your manager for more information.

Send one today!

“The most valuable inheritance you can leave your children is not a lot of money, but rather the example you set in life.”
Employee Engagement Survey News

Our third annual AON Hewitt employee opinion survey wrapped up in November with 58% of staff participating. That’s a 7% increase over last year! Your feedback helps Deer Lodge to make changes that make our workplace better and more engaging. Thank you! Congratulations to draw winners Dan Freeman (3rd - Polo Park gift card), Brenda Kupchik (2nd - Kobo Reader), and Lori-Ann Mundt (1st - iPad Mini).

YOGA FOR HEALTH AND WELL-BEING

Winter Session 2016
10 Tuesdays
January 5 to March 8, 2016
4:30 PM — 5:30 PM
In the DLC Worship Centre

Registration Fee: $100.00
(Payable in cash or cheque at the beginning of the session).
Drop-In rate: $11.50 per class.

Instructor: Geri McGrath  Contact: gerimcgrath@mymts.net  Ph: 204-781-6829

Do you have a story idea for the Bulletin? Is there somebody at DLC (resident, staff, volunteer) who deserves a mention? Contact Steve at 831-2998.
Congratulations to these Employees of the Month, who were nominated by their co-workers!

November
Ariel - RN Lodge 6

October
Laurel - RN Lodge 2

September
Arlis - CRN

August
Rom - Housekeeping

July
Jackie - Pharmacy

June
Lori - HIS

May
Robin - Recreation

April
Joanna - Dietary

Congratulations to these Employees of the Month, who were nominated by their co-workers!
Congratulations!

Employee of the Month Nominations

Deer Lodge Centre acknowledges the following employees, who were nominated by their colleagues between September 2014 and July 2015. Thank you for all that you do!

Shelley Mosbeck (Lodge 4)  
Theressa Penner (Lodge 7)  
Jacqueline Fontaine (Lodge 4)  
Dana von Rohr (formerly Tower 6)  
Nicole Hibbard (Lodge 5)  
Kristen Laughren (Lodge 7)  
Susan Cancilla (Lodge 4, retired)  
Leah Tully (Lodge 7)  
Dylan Wilson (Security)  
Marilyn Argo (Lodge 6)  
Sheila Pereira (Lodge 2)  
Rogelio de Leon (Dietary)  
Monika Demel (Dietary)  
Daryl Dyck & Alexandra Beel (Clinical Resource Nurses)  
Maureen Oliveros-Reyes (Tower 7)  
Kathy Hedge (Float LPN)  
Shannon Hailley (formerly Recreational Therapy)  
Katherine Campbell (Tower 4)  
Daryl Dyck (Nursing)  
Staff of J.W. Crane Library  
Karen Murphy (Tower 6)  
Victor LeBlanc (Facility Management)  
Gina Chan (Respiratory Therapy)  
Jackie Moskal (Housekeeping)  
Alma Lubos (Lodge 6)

Happy retirement to Spiritual Care staff  
Anelli Epp (left) pictured with Leah Beuckert.

Mr. Kraeling on Tower 6 celebrated his 97th birthday in October with his wife Doris!
10 THINGS you need to know about the J.W. Crane Memorial Library


2. You may be eligible for a library card. A University of Manitoba library card is required for borrowing materials. To apply for a card, please contact us. (see reverse side)

3. Connect to the UM Wireless network in the Library. Get your access code and pin from our Circulation Desk.

4. Social Media. Stay up-to-date by accessing our social media sites: InfoLTC; GeriNews; GeriNews Multimedia.

5. Toolkits are available for many health disciplines. Find the most important online resources for your specialty (e.g. Geriatrics, Palliative Medicine, Pharmacy, Medical Rehabilitation, etc.).

6. Go mobile. Visit the Mobile Tab of each Toolkit for help with installing recommended apps for iPad & iPhone for healthcare professionals.

7. We have all the top databases, including PubMed, Scopus & Embase. Look for the GetIt@UML link to access full-text articles online.

8. Organize your references with RefWorks, Zotero, Mendeley, Endnote. We’ll teach you how!

9. Get help from the librarians. We offer research assistance and training. See the reverse side for contact information for the Health Science Librarian in your area.

10. For more information go to libguides.lib.umanitoba.ca/deerlodge.
The Reading Room at the J.W. Crane Memorial Library

With the hustle and bustle of the Holiday Season upon us, remember to take some time for yourself: sit back, relax, and recharge. You can enjoy time with family and friends when you are in the moment and not dwell on stresses this Season can sometimes bring.

Two excellent resources that allow you to slow down, contemplate, and take a breather are in the J.W. Crane Memorial Library Consumer Health Collection:

“\textit{A Sense of Calm: Sensory Relaxation Therapy}” directed by Peter Higgins, is a DVD that combines sounds and images to scientifically provide for Sensory Stimulation with the goal to decrease worry, anxiety, and stress. There are 6 videos all at 10 minutes long: perfect if you require a quick 10 minute recharge, a full 60 minutes of quiet and relaxation or something in between. Pop in this DVD let your mind rest.

“\textit{5 Steps to Caregiver Relaxation}” is the title of this CD; however, anyone seeking relief from being overstressed will find comfort using this resource. Each track is 15 to 17 minutes long and uses guided imagery and music to assist the listener in meditation, stress reduction and relaxation. With enchanting track titles such as “English Garden”, “Watercourse” and “Summer Morning at the Beach”, this CD will encourage you to close your eyes, take a deep breath and feel your worries melt away.

Fitness Centre Tours – Join the Gym Today!

Does your New Year’s resolution have anything to do with improving your health and wellness? Have you considered becoming a member of the DLC fitness centre? If you’d like a tour of the gym on the 8th floor Lodge Building, please contact the Wellness Committee.

Email us at: dlcwellness@deerlodge.mb.ca

Phone: 204-831-2136

A committee member will return your call within 3 days and schedule a tour.
For the past few years, a team of Winnipeg doctors, nurses, physiotherapists and other health care professionals has traveled to Nicaragua as part of the Operation Walk mission. Operation Walk is a not-for-profit, volunteer medical service organization whose purpose is to provide surgical treatments to patients who live in developing countries and have little or no access to care for debilitating bone and joint diseases. This past fall, Deer Lodge Centre physiotherapist Myron Dyck was part of the volunteer team that went down to perform dozens of knee replacement procedures. Myron took some time to tell us about the experience.

Bulletin: Why did you decide to join the Operation Walk mission to Nicaragua?

Myron Dyck: I originally heard about Operation Walk through Adrian Solanga, a physio who used to work at Deer Lodge. I have toyed with the idea of volunteering in the past with other organizations (not as a physio), but never followed through. After getting encouragement from my wife and several colleagues, I decided to step out of my comfort zone and try this year. The idea of being able to provide a service to people who would likely never be able to get it under regular circumstances was very inspiring.

B: How long were you volunteering there and how many replacements did the team perform?

MD: The mission was 7 days total, with 2 being used up by travel. We generally worked 12 hour days, on a ward with no air conditioning, with the average temp. around 38 degrees. The team does knee replacements, and this year 69 knee replacements were done. A lot of these were people who had both knees done at the same time. There was also one surprise hip replacement.

MD: The team that went was 60 volunteers, all from Winnipeg. It consisted of O.R. staff (doctors, nurses, support staff), recovery room staff (nurses and one internal medicine doctor), and the ward staff (nurses and physios). There were also several general volunteers, and the MDR staff, who do all the sterilizing/prepping of medical instruments. Everyone on the trip used their own holiday time to go, and participated in several fundraisers to pay for flights and hotel in Managua.

B: How big was the team that went down, and how many representatives from Winnipeg?

B: Can you talk about some of the challenges you encountered in the course of your work doing joint replacements. How did you/your team overcome them or work around them?

MD: One of the biggest challenges on the unit is the language barrier. We had 4 interpreters along, but they spent a lot more time in the OR than the unit. One of the physios spoke a bit of spanish, but the rest of us were poorly equipped to communicate anything more than the basics of exercise. You’d be surprised how far a smile and a few butchered spanish words will get you. There was a lot of gesturing, and some wonderful family members that helped out occasionally. As the week went by, the ward team picked up more and more spanish (no where near any level of fluency), and the people we were treating were very forgiving of our poor attempts at their language. One night just before we headed back to the hotel, as we were finishing up with a group of male patients, one of my colleagues decided she would try her hand at the local tongue.

Continued on next page...
She turned to the room full of men and their families, gave them the “thumbs up”, and loudly exclaimed “Buenos nachos!” I don’t think she had eaten any nachos that day, in fact she meant to say “buenos noches”, or good night. The room erupted into laughter, and her catch phrase became a running joke for the rest of the week.

**B:** What sort of surprises or culture shock did you experience?

**MD:** Working in North America is NOTHING like Central America. The hospital had a lot of open air areas, and stray dogs, cats and geckos were a common sight wandering through the hospital. Only 2 of the 8 rooms on our ward had bathrooms, and toilets had no seats or tank covers. Patients from any room would come and use these washrooms, and when the lights came on, roaches would head down the open drain. The beds were all very high, not adjustable, and without functioning brakes. Not ideal when most of the patients were short in stature. The level of poverty was sad as well. I think the average yearly income in Managua is $2200.00 per year.

**B:** Can you tell us about something you’ll never forget about the experience? Perhaps an exchange with a colleague or patient?

**MD:** It was hot. HOT. I am not a glistener, I sweat. Many of the people I got up ended up with a bit of my sweat on them. I was in one room working up a good sweat, when one of the patients daughters handed me a damp cloth to wipe my head, and turned one of the fans in the room off her mother onto me. Later that same day I was called back into the room. The patient, who I can only assume realized the cloth was far too small for the amount of sweat I was producing, had sent one of her daughters home to get a hand towel, which she presented to me. Everyone in the room had a good laugh, including me.

**B:** Would you recommend this experience to other healthcare professionals and why?

**MD:** I would definitely recommend the experience! It was long, hot, hard work, but with so much reward. Being able to work with a team with one common goal, and no other distractions was amazing. It bonds you together in a way I wasn’t expecting. I met a lot of great people, both patients and staff. There was a lot of laughing, some tears, and an amazing feeling of being a part of something bigger than yourself. It was definitely worth stepping out of my comfort zone. §
Physiotherapist receives professional award

Dana Kliewer, physiotherapist in Deer Lodge’s Pulmonary Rehab, received the Joan K. Edwards award this past spring. The award recognizes physiotherapists early in their career (5 years or less experience) who have made a significant contribution to the profession. Congratulations Dana!

5th Annual Rehabilitation Assistant Conference

The 5th annual Rehabilitation Assistant Conference was hosted at Deer Lodge on October 16. There were over 100 attendees from across the province and beyond. Our very own Janet Clark (Chief Allied Health officer) and Hilda Nickel (Chair of the Deer Lodge Resident Council) provided a lovely welcome from Deer Lodge Senior Management and Resident and Family Council. Presenters from Deer Lodge included Anneli Epp (Spiritual Care), staff from the Communication Devices Program, Dana Kliewer (Pulmonary rehabilitation program physiotherapist), Ken Oram (Wheelchair tech) and other members of the PT and OT programs. We also brought in wonderful speakers from outside our centre. Topics included Wheelchair Maintenance, the Montessori Approach, mobility, communication devices and the role of the rehabilitation assistant in pulmonary rehabilitation.
In 2015, the Operational Stress Injury (OSI) clinic and Dr. Jitender Sareen's Population Mental Health Research Group (PMHRG) at HSC were the joint recipients of a $2.4 million research grant to continue a longitudinal study of active military personnel. The award includes $1.9 million from CIHR and a $500,000 contribution from the Department of National Defence. The study will be run out of the PMHRG in collaboration with Dr. Klassen and Dr. Whitney of the OSI clinic.

Michael Kaan, manager of the OSI clinic, was presented with the Deputy Minister of Veterans Affairs Medallion for his excellent work with veterans and families at the OSI clinic at Deer Lodge Centre. Michael is pictured at left with former Deputy Minister of Veterans Affairs, the Honourable General (retired) Walt Natynczyk.

Deer Lodge Centre is turning 100 in 2016!
Share your memories with us. If you have stories, recollections, photos or information about Deer Lodge’s past, contact Steve at 204-831-2998. Stay tuned for exciting events and displays...

Letter to the Free Press

The son of a recently deceased resident wrote a letter to the Winnipeg Free Press regarding end-of-life care and the care his father received at Deer Lodge Centre:

Compassion at life’s end

I have been following the recent discussion regarding end-of-life care, something we have dealt with twice in the past 10 months.

We know the suffering caused to our loved one when an insensitive system held sway at a local hospital.

But more recently, my family experienced the very best end-of-life care from a truly remarkable facility — the Deer Lodge Centre.

My father, Gord Pennell, was an Alzheimer’s patient at the Deer Lodge Centre for many years. He received the finest care every day; the Tower 7 staff at Deer Lodge were my dad’s extended family, treating him with compassion, kindness, love and respect. They have an extremely difficult and challenging job being responsible for the lives of those who can’t look after themselves, and they do so in an exemplary manner.

A month ago, Dad’s condition changed suddenly and drastically. When we were told he was coming to the end of his life, my family was provided with exceptional compassion and understanding. Dad received exemplary nursing and supportive care during his final days.

When we could not be on hand, Tower 7 staff arranged for volunteers to sit with him so he was never alone.

When he did slip away on a Sunday evening, his granddaughter holding his hand, the nurses and staff were amazingly supportive and gentle. We all shed tears that evening.

On behalf of our family and especially my Dad, we thank everyone who has been part of Tower 7 over the past 10 years.

You will always hold a special place in our hearts.

TODD PENNELL
Winnipeg
Starburst Launched with a Love Story

Second World War veterans Ian and Betty Wilson met and fell in love 70 years ago. At the time, Mr. Wilson, now a Deer Lodge resident, was serving with the RCAF’s no. 411 Spitfire Squadron and Mrs. Wilson was serving with the British Royal Air Force. On December 1st at the Foundation’s annual Starburst Celebration tree lighting event, Mr. and Mrs. Wilson were honoured by Colonel Andy Cook, Wing Commander of 17 Wing/CFB Winnipeg. Col. Cook presented them with Certificates of Recognition, signed by the Prime Minister in honour of their service. He also presented Mrs. Wilson with Her Majesty’s Armed Forces Veterans Badge and the War Medal 1939-1945.

Mrs. Betty Wilson and Mr. Ian Wilson were honoured at this year’s Starburst celebration launch.

Purchase a Star and Support the Foundation!

If you’d like to purchase a star to hang in the Starburst Galaxy on Deer Lodge Centre’s Main Street, contact the Foundation at 204-831-2900 and leave a message or visit www.deerlodgefoundation.ca

Stars are $25 and you can write on it the name of a special star in your life or a personal message. This year when you purchase two stars ($50) or more, you’ll receive a beautiful holiday ornament commemorating the upcoming 100th anniversary of Deer Lodge Centre.
“Once a Patricia always a Patricia”

George Stewart is a resident from Tower 4 and a Korean War Veteran, who served with the Princess Patricia’s Canadian Light Infantry (PPCLI). George traveled to CFB Shilo in June, 2015 to attend the renaming of three buildings that the 2nd Battalion P.P.C.L.I. occupies on the base. Each building was renamed after three of the unit’s most famous Korean War Soldiers, which were Colonel Jim Stone, Warrant Officer Grimes and Private Mitchell. George was able to meet and talk with Michael Stone whose famous father, Colonel Stone, was the Commanding Officer of 2PPCLI in the Battle of Kapyong, Korea in April of 1951. George was also introduced to BGEN Eyre and Colonel Wright as well as some of the officers and soldiers from 2PPCLI, who all expressed their thanks for his service.

Also that day, George took in a parade for the change of command of the Commanding Officer, Regimental Sergeant Major of 2 P.P.C.L.I. and the Colonel of the Regiment.

Mr. Stewart (right) with Michael Stone at CFB Shilo.

Early Morning Coffee and Tea is on at High Tea Bakery

The newly expanded, newly renovated High Tea Bakery is open for business again and they are offering a nice deal for DLC employees to say ‘thank you’ for our support over the years.

Enjoy a 10% discount on all beverage purchases when you show your DLC employee ID badge.

High Tea opens at 7:00 AM Monday to Friday and 10:00 AM on Saturdays. Note: they will be closed for holidays between December 24th and January 3rd.
Remembrance Day 2015

It was a full house on Main Street on November 11th as Deer Lodge put on another special ceremony to honour our veterans past and present. Here are some photos from the week.

Children visiting from Horizons Daycare.

“It was worth fighting for” - Fred Z. on T6
Ribbon Cutting for Day Treatment Room

In October 2015, Deer Lodge Centre celebrated the official opening of the Day Treatment Room on Lodge 3 East. The Day Treatment Room benefits residents in personal care who require IV antibiotics, IV fluids, and blood transfusions.

It was made possible through the generous support of the Deer Lodge Centre Auxiliary, who donated just over $9,500.00 towards the project.

Janet Clark, Chief Regional Allied Health Officer, Harriet Maynard, Manager of Resident Care, and Sheryl Workman, Chair, Deer Lodge Centre Auxiliary cut the ribbon to officially open the day treatment room.

DLC Nurse featured at MGNA Conference

Linda Lee, RN from Deer Lodge was a featured speaker at the Manitoba Gerontological Nursing Association conference this past October. Linda delivered a talk about pain in the cognitively impaired patient/resident.

“It was such an honour to have been invited to speak at the MGNA conference on an important topic,” said Linda.

Thank you Linda for shining a light on the great work being done at Deer Lodge!
Holiday Message to Staff from Gina Trinidad

I really enjoy this time of the year as it is a time to reflect back and celebrate our achievements. 2015 has been a year of opportunities for refocusing our priorities and a year of dynamic change. I feel proud of what has been accomplished and very appreciative of all the hard work and dedication by the Deer Lodge Centre team.

There is no doubt that our team is one of our greatest strengths as an organization, along with our unique culture. We talk about how we make a difference and we are all truly privileged to work in a place where we can positively impact the lives of those who call Deer Lodge Centre home every day – our patients, residents and their families. It is really important that we continually recognize and appreciate that it is the collective WE who make the greatest difference. Our team and the culture we foster underpin all the good work that we do, and the lives that we are able to help change.

2015 came in like a storm and as we always do, Deer Lodge Centre responded to a patient flow crisis by opening a new special needs behavioral unit. We admitted 47 residents in 30 days while maintaining safety of residents and staff. The success of this event would not have been possible without the collaborative work from all units and departments.

Another significant achievement this year was the implementation of LEAN initiatives and building Centre capacity in this area with 4 individuals graduating from their Green Belt Training. From a business standpoint and regional efforts to streamline our processes, we implemented SAP in September. Our hard work in implementing this change contributed to this success.

As part of our staff engagement efforts and in partnership with the Foundation, Deer Lodge Centre recognized staff that go beyond the call of duty through the Employee of the Month Program. As a result of staff feedback, Senior Management walkabouts have also evolved to attending unit/department staff meetings. As a senior management group, we do listen and take action whenever possible. For example, in response to feedback we have completed renovations to kitchen areas on two floors and will move to others floors as we can. We also sponsored several employees in creating a Peer Coaching program at the Centre in response to an identified need.

In June, we celebrated our first ever Staff Health and Wellness Week. In late November, Deer Lodge Centre welcomed the Grey Cup, along with the Veteran’s Affairs Minister, the Honorable Kent Hehr and CFL Commissioner, Jeffrey Orridge. This event was very special to our veterans, residents and staff and was very successful, again, because of our ability to work together as a team.

Deer Lodge Centre strives to improve the quality of care for patients and residents. In 2015, we affirmed our commitment to provide dignity in care and service excellence. While we have much work ahead, it is our collective focus on patient and resident-centred care that serves as our beacon in moving us forward.

As 2015 draws to an end, we need to take the time to celebrate our accomplishments and successes this past year and build upon our strength as a team. I also want to take this opportunity to sincerely THANK YOU for your commitment to Deer Lodge Centre and all of your hard work throughout the year. I look forward to working with each and every one of you as we embark on Deer Lodge’s 100th year in 2016. Take this time to enjoy the holidays with your loved ones and from my home to yours, all the best of the season!

Gina Trinidad, Chief Operating Officer
Bill of Rights Week Great Learning Experience

On behalf of the members of the Resident and family Council and the staff who facilitate our council here at Deer Lodge Centre, I want to thank you all for making our Resident Bill of Rights Week in October a great learning experience. I want to thank all the staff, residents, family members, visitors, volunteers - every person who took time to take our quiz, express their concerns and bringing to our attention the many challenges they face. We appreciate each issue that was expressed and we will work to try to give all our residents, patients and clients here at Deer Lodge Centre the safest and best quality of life we can possibly provide. Thank you for stopping by our display and participating in our campaign to bring more awareness to the Resident Bill of Rights.

Hilda Nickel, Resident and Family Council

The Draysons – 70 Years Together!

Mr. Herb Drayson joined the Winnipeg Rifles in 1943. In September of that year he was shipped overseas. He initially landed in France but then was wounded in Belgium. At that time he was moved to England to recuperate.

During an evening out out in London, he met a young woman by the name of Thomasina (Ina) from Scotland. He promptly asked her to dance, to which she replied, “I can’t dance”. Herb answered, “It’s okay, neither can I”.

Ina returned to Dundee, Scotland and on her return one day shortly after their initial meeting was surprised to find out that Herb had followed her home. They became re-acquainted and on August 11, 1945 they were married in Dundee.

Herb returned to Winnipeg later that year, this time anticipating the arrival of his war bride. Herb and Ina made Winnipeg their home. They have one married daughter, three grandchildren with spouses and two great-grandchildren.

The Draysons celebrated their 70th anniversary with an intimate gathering of family and friends at Deer Lodge Centre, where Herb is a resident. Congratulations!

“If you’re gonna get caught in the act, make sure it’s an act of kindness.”
Gifts from the Community

Several groups and businesses from the community made deliveries of gifts for residents of DLC as Christmas drew nearer. Among them, personnel from Canadian Forces 17 Wing made their annual delivery for the veterans who call Deer Lodge home. Some gift baskets arrived from Selkirk, Manitoba courtesy of A.N.A.F / Ladies Auxiliary Selkirk Unit 151 as well as some community members who brought the gift of sweets and music to our residents.

Rosie Sikora (right) with Lorraine and Isabel from ANAF Selkirk Unit 151 dropped off a bundle of goodies.

17 Wing Commander, Colonel Andy Cook.

High Tea Bakery made their annual delivery of holiday cookies for residents on Christmas Eve.

Children from Wpg. Mennonite Elementary & Middle Schools sang carols to PRIME clients.

The Assiniboia Community Band played Christmas carols on Main Street one evening.