



ADVANCING HEALTHCARE

Voice

Our Hospital. Our Community. Our Impact.

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Victoria General Hospital
FOUNDATION
HEALTHIER FUTURES

OUR VISION:

Healthier futures for the people
in our community.

OUR MISSION:

We are dedicated to advancing
healthcare at the Victoria Hospital and
in our community. We engage our
community, health experts and other
stakeholders to identify, support and
fund innovations that enhance patient
care and improve the health
and well-being of our community.

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MESSAGE FROM THE VIC FOUNDATION

Summer is here, a time of year that signifies renewal and new growth. At The Vic Foundation, we are entering into a new chapter of advancing healthcare at The Vic and in our community.

As we continue to evolve, what remains unchanged is our commitment to improving the health and well-being of our community. For more than 45 years, we have invested your generous donations in innovations that save lives, prevent disease and injury, and improve quality of life right here in our community.

Victoria Lifeline is celebrating 30 years of service to our community. Through expanded access of our #1 medical alert service and our subsidy program, we have made a significant impact in the lives of patients, families and caregivers across the province, empowering Manitobans to lead safe and independent lives.

In this issue of Voice, we are taking a closer look at new areas of excellence at The Vic and what these changes mean to you. The Vic is your hospital for high quality Urgent Care and we are excited to tell you more about the important progress made since Urgent Care launched in the fall. We will also preview the upcoming consolidation of regional Mental Health services at The Vic, and how these services will be expanded to better meet the needs of our community.

Thank you for your unwavering support. It is because of your generosity that we will continue to invest in advancements for the highest quality of healthcare for you today and for healthier futures tomorrow.

Grant Shaw, Chair

Charlene Rocke, Executive Director



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Sign up for e-news and get
updates on new research,
upcoming events, health tips
and more.

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A+ for Urgent Care at The Vic !



The Vic's Emergency Centre transitioned to an Urgent Care Centre last October, providing treatment for unexpected but non-life-threatening health concerns 24 hours a day seven days a week.

"Our Urgent Care Centre provides coordinated and focused care for individuals with injuries or illnesses that require immediate attention," says Dr. Carey Kuo, Medical Site Director of Urgent Care. "Our goals are to provide the best care possible and ensure a safe and comfortable experience at The Vic."

In the following six-month period, wait times in The Vic's Urgent Care improved by 29 per cent – decreasing from an average 2.12 hours to 1.5 hours. The number of patients accessing Urgent Care has increased by 28 per cent, with an average 112 patients using Urgent Care each day compared to an average 88 per day last year.

In October, patients in Urgent Care were surveyed and overwhelmingly reported positive experiences:

97% rated their care positively

99% rated the courtesy and respect of The Vic staff positively

95% rated the information they received about their health concern and care positively

98% said they would return to The Vic's Urgent Care if they or their family needed care

"The new system worked for me – I arrived at 8:30 a.m. and was talking to a physician before 9 a.m. The tests I needed were completed swiftly to support diagnosis and treatment. I was treated efficiently, compassionately and respectfully by the nurses, doctor, technicians and porters, I was well-cared for and got just the help I needed."

Join the South Winnipeg Patient Voice Committee

Patients, family members and area residents welcome. Offer your perspective on a variety of healthcare issues at The Vic and in our community. For more information, please call 204-477-3554.

Victoria Lifeline Volunteers Receive Premier's Volunteer Service Award



Victoria Lifeline volunteers were honoured for their extraordinary dedication to helping Manitobans lead safe and independent lives at the 35th Annual Volunteer Awards on April 19th. They received the prestigious Premier's Volunteer Service Award, which recognizes the commitment demonstrated by outstanding volunteers across the province.

Our dedicated Victoria Lifeline volunteers contribute an incredible 4,000 hours annually to Victoria Lifeline, a community service of The Vic Foundation.

Victoria Lifeline celebrates 30 years of safe and independent living

Victoria Lifeline installed their very first client on May 18, 1988. He was an 84-year-old gentleman named Murray who immediately felt more confident with a Lifeline help button. When interviewed about Lifeline all those years ago, Murray declared, "If anything happened, I know I could reach out and touch someone."

Thirty years later Victoria Lifeline is providing that same peace of mind to over 5,600 people across the province in more than 370 communities. From the early days of a push-style help button that only worked in the subscriber's home, Victoria Lifeline now offers fall detection technology and GPS enabled mobile help buttons where clients can access emergency assistance wherever they need it.

Louise Horst was Lifeline's first Program Manager back in 1988 and she remembers Murray and his wife, very well. "He'd fallen, and his wife was unable to help him off the floor. They made the decision to get Lifeline after that and we were happy to provide caregiver support to his wife." Back then, there was a negative stigma attached to wearing a help button, so Louise and her staff had to demonstrate the value of the service. Their message still resonates today, "Victoria Lifeline has a holistic approach; we care for the individual and the caregiver; we also assist healthcare professionals and emergency services. We really are there for the whole community, keeping friends, neighbours and loved ones safe," Louise explained.

Since then, Victoria Lifeline has helped more than 40,000 people in Manitoba lead safe and independent lives. That's an incredible milestone for an organization that had 68 subscribers at the end of their first year. Communications Officer Krystal Stokes attributes that success to their long-standing mission: to support individuals who value independence by providing a quality, caring service. "We also have community champions," Krystal remarked, "like our amazing volunteers who install and service Victoria Lifeline, healthcare providers who refer clients to us when they see a need and testimonials from subscribers who love our service."



Through their partnership with Philips Lifeline, Victoria Lifeline offers the most advanced medical alert devices on the market today. Reliable, state-of-the-art equipment and the in-home set-up by a trained installer are two more reasons why Victoria Lifeline is the number one medical alert service in Manitoba.

So where does Victoria Lifeline see themselves in the next 30 years? Technology has the potential to change the way people age and Victoria Lifeline is poised on the edge of innovation. "This is where it gets really exciting," Krystal said, "thirty years ago we couldn't have imagined a mobile help button that could locate the subscriber and provide two-way communication, but now we have GoSafe. We can't wait to see what the future holds and how we might harness that technology to help our clients."

*GoSafe relies on cellular network availability and coverage.



Visit VictoriaLifeline.ca for information on anniversary events and special promotions or call (204) 956-6777 to find out more.



Caring for the Community

You already know that Victoria Lifeline is a community service of The Vic Foundation, and that its #1 medical alert service has been keeping our family, friends and neighbours safe for 30 years. But what you may not know is that Victoria Lifeline also subsidizes thousands of low-income Manitobans who could not afford a Lifeline of their own.

Caring for the most vulnerable people in the community is one of our core values: *Be empathetic & inclusive - We understand that there are many determinants of healthy living, and that our community is home to a diverse ethnic, economic and aging community with at-risk populations. We will focus on better outcomes by targeting root causes of their health disparities so that we can improve the health and well-being of all members of our community.*

The Victoria Lifeline Subsidy Program was first introduced in 1994 based on the philosophy that anyone who needs this potentially life-saving service should have access to it regardless of age, ability or income. Over the last 24 years, Lifeline has subsidized clients whose incomes fell below the poverty line. Many of our subsidy clients are seniors living on a fixed income, who want to remain in their own homes, but need the support of a medical alarm to stay independent. Many others live with chronic or debilitating health conditions, but they all share the same goal – to live with dignity on their own terms, in their own homes.

Since its inception, the program has also had a positive impact on Lifeline's staff and volunteers. Communications Officer Krystal Stokes oversees the program and she fondly recalls a client she worked with four years ago. "This was a young man living with a traumatic brain injury who was unable to work. He was fiercely independent, and I was in awe of his determination and incredible spirit. His injury put him at risk for falling, and through the program, we were able to provide him with a medical alarm that had fall detection, which gave both him and the people who loved him, peace of mind."

To qualify for the subsidy program, clients must fill out an application and submit their latest Notice of Assessment from Revenue Canada. If their taxable income is \$16,000/year or less, they will automatically qualify. Subsidized rates are available for the standard service, fall detection, and the wireless communicator for people who don't have a traditional landline.

If you'd like to learn more about the program, please call (204) 956-6779.

Learn

Your Generosity Adds Up!

\$30,000 for SimMan Upgrades

Thanks to the generosity of a special longtime supporter, we have invested \$30,000 in upgrades to our Laerdal SimMan 3G, an innovative teaching tool that offers educators the ability to provide realistic and challenging scenarios based on simulation to test critical thinking and decision making.



\$105,000 To Help Patients Heal and Recover

Through the generosity of our community, we have invested \$105,000 in essential furnishings on the 5th floor to ensure this environment is as comfortable as possible for patients and families. These enhancements complete a major makeover to the 5th floor, which now specializes in sub-acute care. Patients receive care to enhance their healing and recovery so they can safely return home.



\$200,000+ Invested In Solarium Upgrades

Thanks to the ongoing generosity of our community and the support of our 2nd Annual Miracle Garden Party, a total of more than \$200,000 was invested in our Buhler Cancer Centre Solarium to ensure patients living with cancer in our community have the support they need to battle their disease.

3RD ANNUAL MIRACLE GARDEN PARTY!

IN SUPPORT OF MENTAL HEALTH



Join us for an unforgettable evening of tapas, wine and music.

September 13, 2018

Buy your tickets online at
TheVicFoundation.ca or call (204) 477-3513.

Thank you 2nd Annual Miracle Garden Sponsors & Supporters:

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Sealed For A Cause
Simon Imports Ltd.
Sobeys
Subterranean (Manitoba) Ltd.
Subway
The Blue Marble Restaurant
The Grand Hotel
The Keg Steakhouse & Bar
Thermēa
TJX
Victoria Hospital Guild
Vq Salon
Winnipeg Football Club

Regional Mental Health consolidates at The Vic, paving the way for specialized treatment and services for patients and families.

Often invisible, mental illness is one of the most pervasive health issues of our time. It touches all of us, whether we experience our own struggle, or support family and friends through theirs. Estimates are that as many as one in five Canadians will experience mental health difficulties at some point during their lifetime.

To better serve those experiencing mental health challenges in our community, preparations are underway to consolidate services from other regional sites including the Grace and Seven Oaks Hospitals and expand adult mental health services at The Vic.

“The consolidation of services along with a significant increase in the number of psychiatrists at The Vic will ensure more uniform and coordinated care, improving and expanding the mental health care and services we can provide to patients suffering from mental illness and their families.” says Dr. Sherief El-Gaaly, Medical Site Director of Mental Health. “As part of the expansion, The Vic will also become the regional site for the delivery of inpatient geriatric psychiatry which will help us to better meet the needs of our aging community.”



This major undertaking will see the transformation of three floors at The Vic devoted to inpatient mental health care to accommodate the increase of inpatient beds from 21 to 75. Specialized and therapeutic spaces will also be created for the safety, comfort and treatment of patients. The main floor will also be upgraded for the delivery of out-patient services. Renovations are scheduled to be completed later this year.

Support the delivery of advanced mental health services at The Vic so its accessible to our family, friends and neighbours when they need it most. Donate online or send back the envelope inside today!

Donate ❤️

THE VIC GUILD GIFT SHOP WHERE YOU CAN SHOP GUILT FREE & DO GOOD!



Browse top brands like LUG, unique jewelry and handbags, and find the perfect gift for the friend who has everything. This passionate, volunteer-run shop is a source of pride for volunteers, who have raised \$4 million dollars over the last 40 years. Make it your next shopping destination. Every dollar you spend supports advanced healthcare at The Vic.

Hours of Operation:

Monday-Thursday: 8:30 a.m. – 8 p.m.

Friday: 8:30 a.m. – 5:30 p.m.

Saturday & Sunday: 12 p.m. – 3 p.m.

Donate Now 

Advance Healthcare so it's there when we need it!

Every dollar you give is invested in vital innovations that enhance care and support healthier futures for our family, friends and community.

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