



Actionmarguerite

Service & Compassion



"To care for those who once cared for us is one of the highest honours."

TIA WALKER, Author, *The Inspired Caregiver: Finding Joy While Caring for Those You Love*

SERVICE & COMPASSION

"The gentle environment is so good for my mother."

Bernice Parent notices how the staff at Actionmarguerite interact with her 96-year-old mother, Dorothée Parent, and it touches her deeply.

"They stop, smile, and ask her how she's doing. This is so important for a resident who is dependent on her caregivers," says Parent, a member of the Actionmarguerite Board of Directors. "They speak slowly and patiently, and there is often soft music playing. The gentle environment is

so good for my mother and it's worth everything to me."

Parent's mother has been living at Actionmarguerite St. Vital at 450 River Road for five years. She is safe and comfortable, but her health has declined over time. Her dementia has worsened and she now needs a wheelchair to get around. Even with the complexity of her needs, says Parent, her mother is treated with the utmost dignity and respect.

"For example, they know that throughout my mom's life she liked to be well-groomed and well-dressed," explains Parent. "So, when they see that she isn't clean after a meal, they take her back to her room to get changed. Small things like this mean so much."

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ABOUT CHCM

Inspired by a legacy of compassion and hope, and a commitment to social justice, the Catholic Health Corporation of Manitoba (CHCM) is a not-for-profit organization responsible for a family of organizations and foundations once led by four Congregations of Sisters. These agencies, known as Communities of Service, bring together over 6,500 people of all faiths and backgrounds who are committed to serving Manitobans in the areas of health care and social services.

CHCM has three main roles:

- To ensure this legacy of service and compassion rooted in Catholic values continues to guide our work into the future.
- To support our Communities of Service, particularly in matters of leadership, strategic initiatives, ethics, and governance. *This includes appointing volunteer board members, like you.*
- To respond to new and emerging needs in community.

As a board member you become part of an important and inspiring journey.

"JUST LOVE THEM."

The sisters shared these three words of wisdom with us when they entrusted their works to CHCM in 2000. These words guide our interactions, decisions, and the service we aim to provide the people in our care. They also set CHCM on a path to find ways to ensure the sisters' vision of love could live on – in a contemporary way – through the core value of compassion. *When you join one of our boards of directors, you become a custodian of this core value.*

CHCM is committed to journeying with you to discover how compassion can flourish in our organizations and in our world.

The Compassion Project, one of CHCM's strategic initiatives, offers a series of workshops, conferences, and programs intended to support board members, staff, physicians, and leaders as they explore evidence-based ways to renew their inner strength and their sense of purpose, and enhance their sense of compassion for others and themselves. *CHCM encourages all board members to explore the Compassion Project.* To find out more, visit www.chcm-ccsm.ca/compassion.

"Everything comes from love."

ST. CATHERINE OF SIENA

COMMUNITIES OF SERVICE

The CHCM family

Primary Care/Community Health/Mental Health
Centre de renouveau Aulneau Renewal Centre
Centre de santé Saint-Boniface Health Centre
Centre Youville Centre
Sara Riel

Acute Care

Ste. Rose Health Centre
Hôpital Saint-Boniface Hospital
Winnipegosis & District Health Centre

Elderly Care

Actionmarguerite
St. Boniface, Personal Care Home
St. Vital, Personal Care Home
St. Joseph, Personal Care Home
Supportive Housing
Adult Day Centre

Charités Despins Charities

Résidence Despins
Villa Aulneau

Les appartements du Square Angus (Montréal, PQ)

Prairie Mountain Region
Dr. Gendreau Personal Care Home
Winnipegosis & District Health Centre

Comprehensive Resource for Manitobans with Developmental Disabilities and Autism St.Amant

Housing and Human Services

Abri Marguerite
Centre Flavie-Laurent Centre
Marymount

Foundations

Charités Dorais Charities
Fondation Actionmarguerite Foundation
Fondation de l'Hôpital Saint-Boniface Hospital Foundation
Fondation Prévost Foundation
Fondation St.Amant Foundation
Sara Riel Foundation
Friends of St. Joseph's Residence



Bernice Parent (left) with her mother Dorothée Parent, Bernice's daughter Karine, and husband, Jonathan.

SERVICE & COMPASSION

Continued

Her experience as a daughter of a resident has enriched her experience as a board member, and vice-versa.

"When you are involved with Actionmarguerite, there is a lot of reward," says Parent, who has been a board member since 2010. "You feel good, it's a great way to give back to the community, and it's a very effective board. The experience is well worth the time."

Parent, a retired human resources professional who now teaches yoga and mindfulness, embraces the board's governance, oversight, and strategic planning roles, as well as the opportunity to address challenges. "As the child of a resident, you have to resist the urge to get involved in day-to-day operations," says Parent, "but I do see a direct link between the work we do as a board and lasting improvements in the residents' experience."

As a board member, Parent is also grateful for the friendships she has made and for the high-level learning opportunities she has enjoyed.

"We are working together as staff and volunteers to meet the needs of today's residents and future residents," says Parent. "We are creating and sustaining a warm and compassionate environment. I encourage anyone who is considering volunteering to give it a try. It's in giving that we receive unexpected gifts and opportunities." ✚

ABOUT ACTIONMARGUERITE

Actionmarguerite is a community-based, non-profit corporation dedicated to serving the elderly and persons with complex care needs. It is owned by the Catholic Health Corporation of Manitoba and receives the majority of its funding through the Winnipeg Regional Health Authority.

Actionmarguerite is the modern face of an historical institution - a symbol of health care excellence uniting three long established institutions: Taché Centre, Foyer Valade, and St. Joseph's Residence. In combining their strengths under one name and administration, Actionmarguerite provides exceptional personal care to those who made our residences their home. This includes specialized care for persons suffering from dementia, acquired brain injuries and related behaviours. Services include spiritual care, recreation, rehabilitation services, social work, adult day program and supportive housing.

MISSION

Actionmarguerite improves residents' quality of life by providing them with care and services that promote autonomy and the ability to remain as independent as possible. Ours is a welcoming environment; a culture of respect and dignity. We are sensitive to the needs of the people we serve, and the people who work and volunteer here. While our mandate is to serve Manitoba's Francophone community, we also embrace cultural diversity.

VISION

Actionmarguerite is a leading provider of long-term care and exceptional health services in French and in English.

VALUES

- Respect
- Collaboration
- Hospitality
- Excellence

PROGRAMS AND SERVICES

- Actionmarguerite St. Boniface, Personal Care Home
- Actionmarguerite St. Vital, Personal Care Home
- St. Joseph's Residence, Personal Care Home
- Supportive Housing
- Adult Day Centre

BOARD OF DIRECTORS

Louis Druwé, Chair
 Ken Chartrand, Vice-Chair
 Marie Loewen, Secretary-Treasurer
 Marc Labossière
 Rémi Bisson
 Danielle de Moissac

Carole Freynet-Gagné
 Micheline Lafond
 Gisèle Lapointe
 Bernice Parent
 Christian Monnin

BY THE NUMBERS

RESIDENT SATISFACTION:

90+%

5 RESIDENCES

611 RESIDENTS

800 STAFF

300 VOLUNTEERS

150 CLIENTS IN AN ADULT DAY PROGRAM

"ACTIONMARGUERITE is an amazing facility. We're impressed. Such a caring place. Got to love the staff."

FAMILY MEMBER, 2015 Resident and Family Satisfaction Survey

BE PART OF SOMETHING GREATER

JOIN OUR BOARD OF DIRECTORS

CHCM's Communities of Service rely on members of the community who share their talents and way of being as volunteer board members. Their role is to guide and shape the future of the organizations in our care.

We invite you to consider joining the Board of Directors of Actionmarguerite.

BOARD STRUCTURE AND COMMITMENTS

- Board of directors and three committees: Executive committee, Audit and Finance committee, and the Quality of Care and Services committee.
- Board meets 7-8 times a year; committees meet 5-6 times a year.
- Time commitment: 2-4 hours monthly (approximate).

ENJOY THE BENEFITS OF JOINING A BOARD

Broaden your experience

- Work with a dynamic, committed board and leadership team.
- Learn more about CHCM and its Communities of Service.

DEVELOP NEW SKILLS

CHCM believes in investing in its people. Board members have an opportunity to hone their skills around the board table by:

- Taking part in conferences and learning opportunities on topics such as effective board governance and ethics.
- Participating in Compassion Project initiatives, such as Mindful Leadership, Mindfulness Based Stress Reduction, Compassion Cultivation Training, and more.

MAKE A DIFFERENCE IN YOUR COMMUNITY

CHCM and its Communities of Service touch the lives of thousands of Manitobans every year.



DID YOU KNOW?

Every year, CHCM appoints about 200 board members.