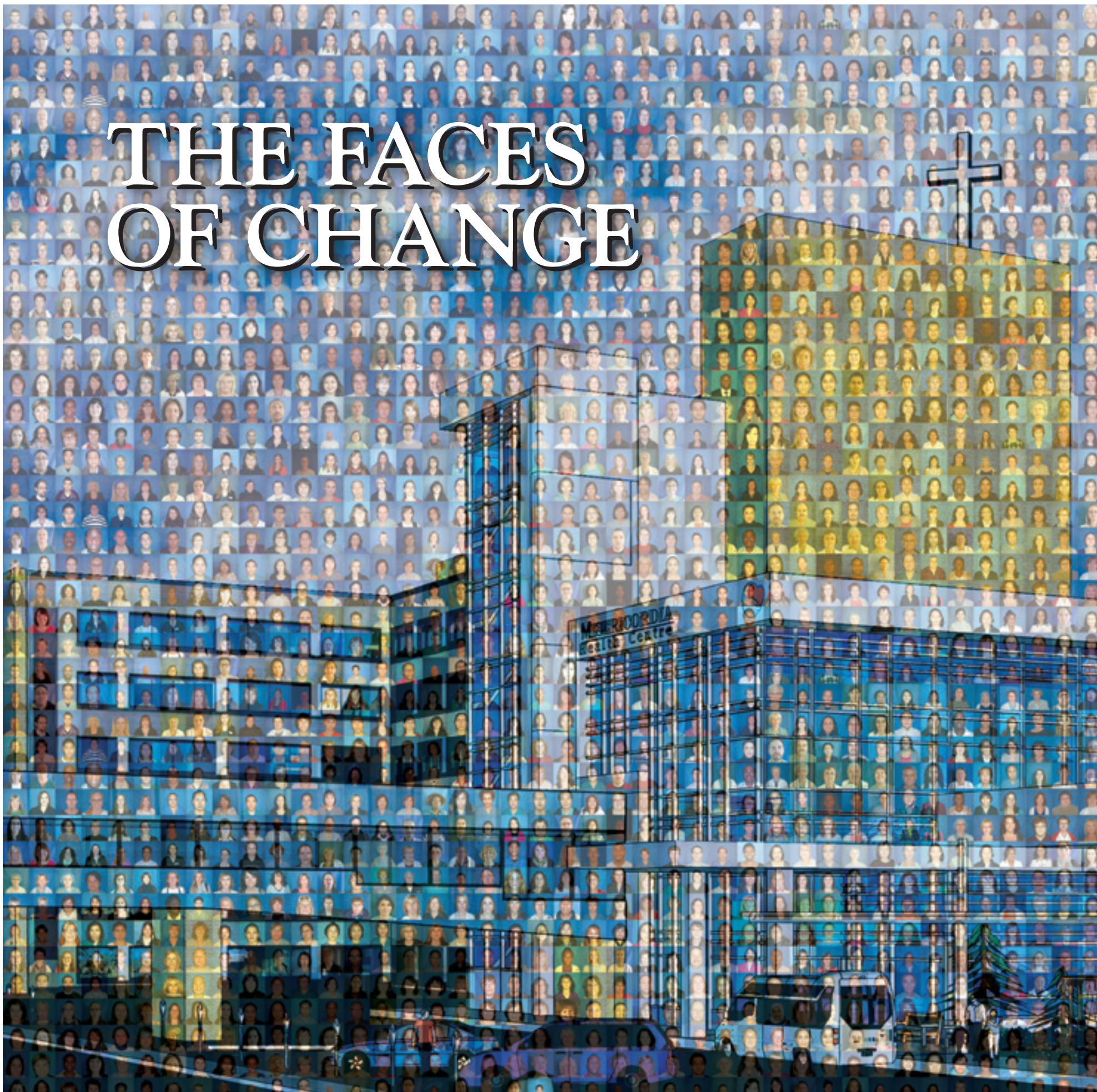


# THE FACES OF CHANGE



2012-2013 REPORT TO THE COMMUNITY



**MISERICORDIA**  
Health Centre  
*The future of care*

# The Faces of Change

To say Misericordia Health Centre is undergoing a lot of change at the moment would be an understatement.

We're building a new 2-storey health complex, we're opening the first rooftop garden at a hospital in Winnipeg and we're beginning the move from paper to electronic medical charts amongst other improvements.

Our staff, physicians and volunteers are the faces of Misericordia's change. They make all the difference, living our Mission through the legacy of the Misericordia Sisters.

*Compassion of the Heart for Those in Need* is the Sisters' motto we follow.

Health care that incorporates a faith-based Mission is what truly sets Misericordia apart, bringing additional value to our clinical excellence.

The Misericordia Sisters certainly understood change: they came to Winnipeg in 1898 to care for single mothers and their babies. The Sisters created an orphanage, built a maternity hospital, created a School of Nursing, converted to a general hospital which eventually transitioned into who we are today: Misericordia Health Centre – a leader in healthy aging.

We have come full circle.

## FUTURE OF CARE: OUT-PATIENT EXCELLENCE

It seems fitting Misericordia Health Care is following in the path of the Sisters, continuing to change to meet the needs of the communities we serve.

Clinical excellence is no longer contained solely in a hospital environment. More than 90 per cent of health care today is delivered in an ambulatory setting where clients receive treatment within 24 hours – a trend that will only continue to grow.

This is exactly what is happening at Misericordia. Patients come to us for care – everything from Urgent Care to cataract surgery to cast settings to physiotherapy to sleep studies – and return to their own homes.

## FUTURE OF CARE: AN AGING POPULATION

Our population is aging and Misericordia is making sure we are taking the lead in the care of the elderly. The PRIME program – set to open in the new Maryland building – is a perfect example. PRIME is a health centre for seniors who would prefer to stay longer in their own homes.

Our Provincial Health Contact Centre also provides an array of telephone-based health programs that help Manitobans with chronic conditions such as heart failure and diabetes.

Building on our history of compassionate care, Misericordia continues to explore opportunities to offer further long-term care programs in support of our vision of healthy aging.



Kevin McCulloch  
Board Chair



Rosie Jacuzzi  
President & CEO



## VISION, MISSION & VALUES

**Vision:** Misericordia Health Centre is a leader in healthy aging through compassion, innovation and excellence.

**Mission:** Misericordia Health Centre is a leading provider of specialized and long-term care programs designed to meet the needs of the aging population in accordance with the Catholic tradition of ethical and spiritual values through the legacy of the Misericordia Sisters. We serve Manitobans through programs unique to Misericordia: Buhler Eye Care Centre, Provincial Health Contact Centre, Sleep Disorder Centre and Urgent Care Centre.

**Values:** Caring • Respect • Trust



# REDEVELOPMENT: THE FACE OF MISERICORDIA IS CHANGING

**Misericordia staff and volunteers have been watching our new Maryland South building grow with barely-contained enthusiasm.**

The new two-storey health complex is slated to open in early 2014.

For many, redevelopment has been a long time coming.

The face of our buildings may be changing, but the faces inside tend to stay the same. People who work at Misericordia are inclined to stay at Misericordia.

Our average length of service is 9.7 years, with 146 employees who have been with us for over 20 years. This year 24 staff retired; cumulatively they served Misericordia for 697 years.

It is our employees, so rich in experience, who are helping design our new building: everything from low-vision experts to managers making sure patient flow is effective and efficient.

## PHASE 1

The second floor of the Maryland South building will be home to the jewel of our flagship programs - the Buhler Eye Care Centre. This provincial centre, the largest in Western Canada and home to the MHC Lions Eye Bank, will be largely consolidated and expanded to include future space for the University of Manitoba Ophthalmology Residency Program.

The main floor will be welcoming PRIME - a health centre for seniors. This complementary long-term care program will

provide medical expertise, recreational and social activities, personal care, rehabilitation, support for families and more.

The first floor, along with the basement, will also house the Ambulatory Diagnostic Centre: our diagnostic imaging department and Diagnostic Services Manitoba laboratory will relocate from the fourth floor to be in closer proximity to both Urgent Care and Ambulatory Care, increasing the speed MHC can assess and treat patients so as to decrease lengths of stay.

## PHASE 2

MHC is actively planning for Phase 2 of redevelopment, scheduled to begin soon after the completion of the new Maryland building.

The new Sherbrook Street staircase is now open, foreshadowing the modern design of the planned two-storey glass atrium.

In Phase 2 our 107-year-old Sherbrook building will be demolished, creating space for a new chapel and a distinct main entrance to our health centre - something we don't have at the moment with four smaller entrances.

We look forward to this new chapter in Misericordia's history.



# Misericordia Flagship Programs

**Long-Term Care is the over-arching flagship program at Misericordia that reflects our vision: MHC is a leader in healthy aging through compassion, innovation and excellence.**

**Misericordia is also proud to have four flagship programs not offered anywhere else in Manitoba: Buhler Eye Care Centre, Provincial Health Contact Centre, Sleep Disorder Centre and Urgent Care Centre.**



## LONG TERM CARE

**Interim and long-term care residents keep in touch with family via email**

In today's technologically-savvy society, sending an email to family or friends to share everything from a funny story to a defining moment has become a part of our daily routine.

MHC residents and patients have been receiving emails via our website since 2007.

This year our long-term care residents were able to join the electronic conversation and actually respond to emails, thanks to volunteer Marilyn McLeod who transcribes messages.

"Most residents aren't familiar with the technology and many didn't even know what email or the Internet were," said McLeod. "They really needed help getting that communication out."

Email is the latest innovation to be offered in interim care to help provide a comfortable, home-like environment for its 145 residents who are waiting to get into the personal care home of their choice.

Residents at Misericordia Place, a 100-bed personal care home across the street from the health centre, also have access to email with McLeod's help or using their shared computer room.

"It keeps me caught up. It's the next best thing to talking to my daughter," said Elinor Moen, a 94-year-old interim care resident who uses email to keep in touch with her daughter in Lac du Bonnet.



■ Volunteer Marilyn McLeod assists interim care resident Gladys Sourisseau, 85, compose emails to her son in New Mexico and to her grandson in Alberta.



## BUHLER EYE CARE CENTRE

**All eyes on him: ophthalmology**

Dr. Victor Penner feels right at home at the Buhler Eye Care Centre. When the licensed optometrist learned he could train in Manitoba as an ophthalmology resident he was thrilled.

"I feel privileged to be able to stay in Manitoba to continue my career and my education," said Dr. Penner. "Ophthalmology is a cool field. Its technology is always advancing such that what was once acceptable 10 years ago in terms of loss of vision is now commonplace to treat and prevent."

Dr. Penner is the third resident to join the University of Manitoba Ophthalmology Residency Program located at the Buhler Eye Care Centre. The program offers residents five years of hands-on work alongside senior residents and practicing ophthalmologists.

The Buhler Eye Care Centre is the largest comprehensive surgical and treatment program in Western Canada and its 23 ophthalmologists perform approximately 10,900 eye surgeries annually, including corneal transplants.

The Ophthalmology Residency Program was also the first area of our Buhler Eye Care Centre to introduce an Electronic Medical Record (EMR) for recording and reviewing patient information. The electronic record will allow residents to review chart information instantly and remain competitive in their field.



■ Dr. Victor Penner was selected as the third resident of the University of Manitoba Ophthalmology Residency Program; 18 candidates from across Canada were interviewed.



## PROVINCIAL HEALTH CONTACT CENTRE

Need nutrition advice? Dial-a-Dietitian



■ Registered dietitian Coralee Hill answers a Dial-a-Dietitian call.

Low-sodium, gluten-free, “all-natural” – the vast amount of food and nutrition information available today can be overwhelming and sometimes a little hard to digest.

Registered dietitian Coralee Hill is determined to change that. She answers calls for Dial-a-Dietitian, a toll-free number available to Manitobans who want to learn more about healthy eating. Hill provides nutrition tips and advice about everything from planning meals to food safety.

Dial-a-Dietitian also works closely with the TeleCARE-TéléSOINS program to provide telephone nutrition counselling to people with Type 2 diabetes or heart failure to help them manage their condition by themselves.

Both Dial-a-Dietitian and TeleCARE-TéléSOINS operate out of the Provincial Health Contact Centre which runs over 30 clinical and non-clinical telephone programs. These programs provide support and advice to Manitobans on a wide range of health and social service issues.

Dial-a-Dietitian joined the Provincial Health Contact Centre in 2010 and helps callers make smart choices by giving them practical answers from a trusted source.

Hill says she enjoys being able to help people improve their health and the health of their families – one call at a time.

Have a question about food or healthy eating? Call Dial-a-Dietitian today at 204-788-8248 in Winnipeg or toll-free at 1-877-830-2892.



## SLEEP DISORDER CENTRE

Advancing in sleep

When Dusanka Rakocija learned the Sleep Disorder Centre was coming to Misericordia in 2008, the then-health-care aide eagerly studied sleep research on the Internet and decided she wanted to become a sleep technician.

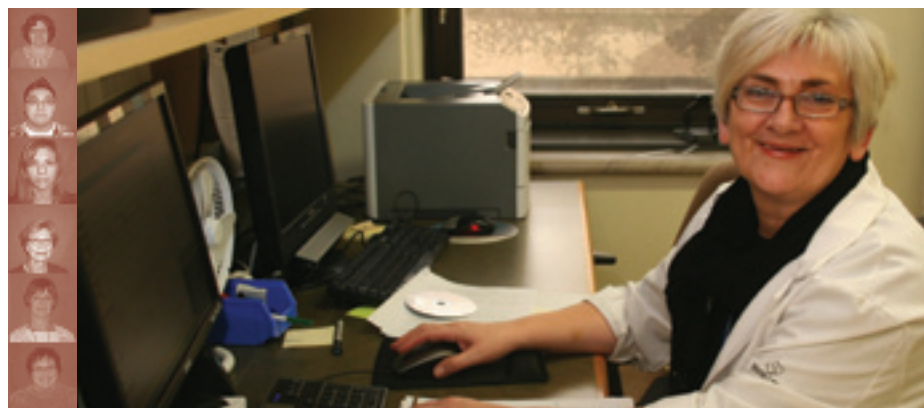
“I never knew how much influence sleep has on our daily functions. A good sleep affects our bodies and our lives,” said Rakocija.

The Sleep Disorder Centre reviews more than 3,200 sleep studies onsite and nearly 2,500 home sleep studies each year. Staff studies everything from breathing problems to restless leg syndrome to insomnia.

In 2012 Rakocija was the first technician from the MHC polysomnography training program to write the challenging sleep technologist exam; she passed on her first attempt.

“It’s a good challenge, actually, to be a technologist; I look forward to the opportunity to do some research,” she said.

Rakocija is well suited to the Sleep Disorder Centre – like her, the centre was eager to take on a new challenge and became the first department at Misericordia Health Centre to receive a dedicated staff and space to be used exclusively for research.



■ Dusanka Rakocija reviews video of sleeping patients from the control room in the Sleep Disorder Centre.



## URGENT CARE CENTRE

Uniquely Urgent Care

A young child sits watching cartoons on a flat-screen TV. She barely notices her bandaged wrist while her little brother colours at a yellow table beside ceiling-high windows and her mother uses complimentary Wi-Fi to do an Internet search for the closest pharmacy.

This is the unique environment of Misericordia’s Urgent Care Centre and the young patient is just one of more than 43,000 who visit Urgent Care each year.

To accommodate such a large number of visits, Urgent Care works hand-in-hand with many areas of the health centre to provide patients everything from diagnostic testing to nutrition advice to pharmacy services to respiratory therapy and more.

For a sports injury, diagnostic imaging staff shares X-ray information with Urgent Care nurses and doctors who may refer to a physiotherapist to help patients get back to on their feet as quickly as possible with an exercise plan.

In 2010 Urgent Care also expanded its working relationship to accept green ambulances – patients with non-life-threatening conditions. Urgent Care health professionals provide patients with the care they need which allows paramedics to get back on the road as quickly as possible.

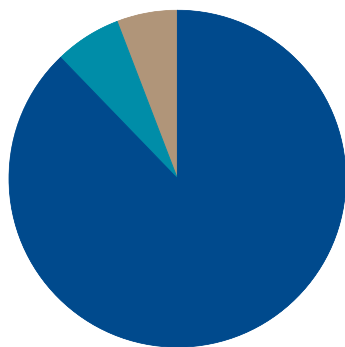
■ Urgent Care receives approximately 15-20 green ambulances a week at Misericordia.

# Misericordia Financial Report

2012 – 2013

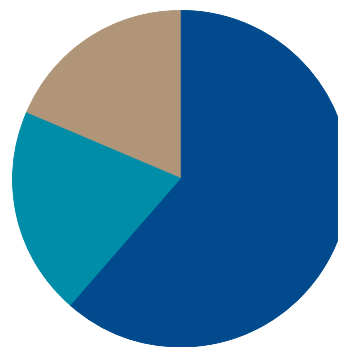
We are proud to report Misericordia Health Centre is in strong financial standing. For the seventh year running, MHC has ended the year with a surplus.

At MHC, we're committed to accountability. That's why we are working hard to become a Lean organization, studying processes that consolidate and reorganize while offering the best possible care for our patients and residents.



## REVENUE

• WRHA/MB Health	87.9%
• Patient/Resident income	6.4%
• Other revenue	5.7%



## EXPENSES

• Salaries & benefits	61.4%
• Drugs, Medical & Surgical supplies	20.1%
• Other supplies and expenses	18.5%

## MHC FACES BY THE NUMBERS

### STAFF

**1,035** full-time, part-time and casual employees

Average age of staff is **47** and average length of service is **9.7 years**, although 146 employees have been with us for more than **20 years**

Our longest-serving employee has been with us for **52 years**, and still works full-time

**24** retirees had a combined **697 years** of service

**36** staff did not miss a day of work

### VOLUNTEERS

More than **375** active volunteers - including **26** pets - donated over **19,000** hours of their time

**260** bird cages cleaned using more than **400** recycled newspapers



More than **5,000 litres** of water exchanged in our fish tanks

**90%** of students interviewed to volunteer indicated an interest in some aspect of health care as a career

More than **800 shifts** in our gift shop

### PHYSICIANS

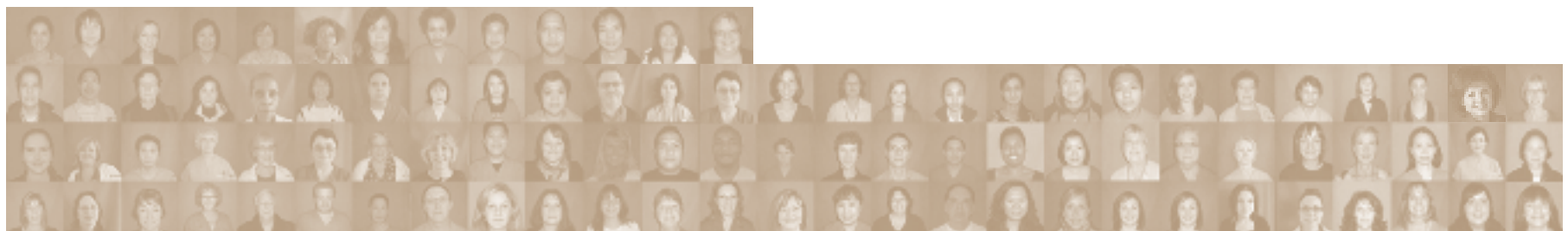
**70** physicians have privileges at Misericordia: from specialized sleep physicians to long-term care general practitioners to ophthalmology residents and more



### STUDENTS

**455** university and college students trained with us - from nurses to recreation facilitators to dietetic interns - logging more than **28,000 hours**

**240** medical students rotated through the University of Manitoba ophthalmology program at MHC



# MHC FLAGSHIP PROGRAM STATS



## LONG-TERM CARE

**Interim Care: 145 beds** with **261 discharges** and **258 admissions**

**Misericordia Place: 100 beds** with **25 discharges** and **25 admissions**

## PROVINCIAL HEALTH CONTACT CENTRE

Health Links-Info Santé calls received and made: **172,614**

TeleCARE-TéléSOINS calls received and made: **11,731**

After Hours/Central Intake calls received and made: **422,287**

Dial-a-Dietitian calls received and made: **3,185**

Triple P Parenting calls received and made: **3,137**

## URGENT CARE CENTRE

**43,375:** Urgent Care visits



# MHC DEPARTMENT/SERVICES STATS



## AMBULATORY CARE

**5,796** cast clinic visits  
**1,044** wound and foot clinic visits

**418** minor procedures, such as cyst or mole removal

## HEALTH INFORMATION SERVICES

Clerks filed **5,100** charts a month



## LABORATORY SERVICES

**17,633** blood collections taken

## MHC FOR LUNGS

**634** clinic visits addressing lung conditions such as emphysema, chronic bronchitis or chronic asthma

## PEDIATRIC DENTAL SURGERY

**940:** pediatric dental surgeries

## REHABILITATION SERVICES

**16,528** physiotherapy and occupational therapy visits with **1,367** new clients

**2,145** visits to Easy Street with **17,350** minutes training clients to drive power wheelchairs

Physiotherapy provided **13,023** minutes of ultraviolet light treatment to people with skin conditions



## VISION SCREENING

**482** seniors vision-screened and assessed by an optometrist in the Focus on Falls Prevention Vision Screening Program and **64** health professionals attended vision screening education

## SLEEP DISORDER CENTRE

**5,414** sleep studies performed

**7,069** clinic appointments

**13,315** charts prepared

Referrals to Sleep Disorder Centre: **8,685**

## BUHLER EYE CARE CENTRE

More than **25,000** eye clinic assessments and treatments

**10,859** ophthalmology surgeries performed

**3,704** eye injections to treat macular degeneration



**4,926** fluorescein and fundus photography tests

**1,856** patients received care at the new University of Manitoba Ophthalmology Residency Program

**90,000:** approximate number of eye drops dispensed annually

## DIAGNOSTIC IMAGING

**8,755** ultrasound exams  
**6,470** CT scans performed

**20,774** X-rays taken

## HOUSEKEEPING

**4,186** beds cleaned

## LAUNDRY

**13,085** pounds of personal clothing laundered for our residents

## NUTRITION SERVICES

**250,183** resident and patient meals served



**81%** of Misericordia Place residents and **88%** of Interim Care residents were satisfied with their meals

## RECREATION

Celebrated **6** birthdays of residents turning 100 or older

**14,435** recreation experiences in interim care and **10,981** at Misericordia

Place; experiences range from large group music events to smaller group art to one-on-one visits

## SPIRITUAL CARE

Residents have the opportunity to attend **3** religious services and **1** spirituality group weekly

Spiritual Care providers spent **474** hours visiting with residents one-on-one

## SOCIAL WORK

**9,986** visits - here at Misericordia and in the community

## TELEHEALTH

**364** Telehealth sessions at MHC

# Faces of our Foundation

**Misericordia has many faces. Patients. Doctors. Nurses. Physiotherapists. Residents. Social Workers. Recreation Therapists. Volunteers. It takes many special people to care for our community.**

Misericordia Health Centre Foundation has seen many wonderful faces since our inception 30 years ago in 1983. It's been a collage of success leading us on a journey to the redevelopment of our century-old buildings. Some of the most important faces are the faces we don't see each and every day; faces of people just like you, our donors and friends. You are the people who believe in the Mission of Misericordia. You play an important part in creating a community health centre that is a leader in healthy aging. Your gifts make it possible for us to grow and change to meet the changing face of health care in Manitoba.

Gifts to the Buhler Eye Care Centre support western Canada's largest eye-care facility. Donor dollars are educating the eye doctors of the future through the University of Manitoba's Ophthalmology Residency Program at Misericordia. Gifts are providing state-of-the-art equipment as part of Misericordia's redevelopment. Forward-thinking donors like you know that their gifts are creating a lasting legacy they will be able to use as their own eyesight changes and ages.

Gifts to PRIME are crucial to helping seniors remain in their own homes as long as possible, providing them with the help they need to

remain independent. Independence is something we all value. Our homes are where we feel safe. By providing a place for our seniors to get medical treatment and a chance to socialize in a community setting, we are giving our parents and grandparents their independence and ability to remain safely in familiar surroundings of home. They will have access to the medical services they need with an entire team of health-care providers available and case managers dedicated to each PRIME participant.

Gifts to our life enrichment program acknowledge the compassion that we have for those seniors who can no longer live in their own homes and are now living at Misericordia. They acknowledge that creating music and art, and experiencing life outside of the facility, are important to everyone's dignity and quality of life. The chance to sing, paint, draw, dance, garden – these are all crucial ways to nourish the spirit at a time when we most need it.

Your generous gifts over the Foundation's 30 years have allowed Misericordia to continue to be a leader in healthy aging in Manitoba. We are grateful you have chosen to partner with us and will be honoured to continue working with you to make a difference in our world.



*Charlie Burns*  
Charlie Burns  
Board Chair



*Patti Smith*  
Patti Smith  
Executive Director



## 2012–2013 Board of Directors



Charlie Burns  
CHAIR



Mike Dennehy  
VICE-CHAIR



Kim Siddall  
VICE-CHAIR



Rob Ballantyne  
TREASURER



Nancy Adkins



Doug Armstrong



Barbara Leslie



Paul A. Mahon



Al Moon



Sacha R. Paul



Jim Rae



Sheryl A. Rosenberg



Colin Skibitzky



Charlotte Sytnyk



Todd W. Thomson



Patti Smith  
MHCF Executive Director





## BARBARA PHYLLIS MCDOUGALL GIVES A GIFT THAT KEEPS ON GIVING

**When Barbara Phyllis McDougall moved from Scotland to Winnipeg, she wanted to get involved with her new community.**

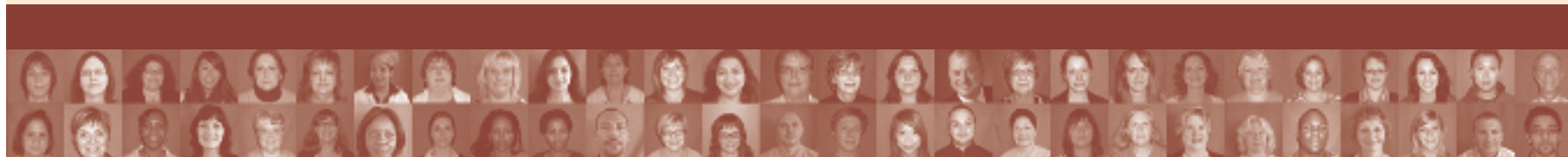
She met some warm and welcoming volunteers at a local hospital. That led her to find Misericordia General Hospital in her own neighbourhood. For the next 32 years she volunteered throughout the hospital. She made many friends and really was one of the Misericordia family. When she finished volunteering, Phyllis wanted to keep making a meaningful impact here. She felt a strong connection to the faith-based care begun in 1898 by the Misericordia Sisters. She decided to leave a legacy to ensure the future of care at this special place.

Phyllis made a bequest to Misericordia in her will. She wanted to make sure the health centre could continue the work started by the Misericordia Sisters.

Phyllis's planned gift will join many others. It will enhance patient care, leaving a lasting legacy through the new buildings and spaces being built here.

While it has changed over the years from a maternity hospital to a community health centre focusing on healthy aging, Misericordia has remained true to its values of caring, respect and trust. Phyllis's commitment to these values was reflected in the warmth of her spirit and generosity of heart.

She will be remembered at Misericordia for years to come.



**I want to make a donation of (please circle one):**

**\$50    \$75    \$100    \$150    other: \$\_\_\_\_\_**

My cheque payable to Misericordia Health Centre Foundation is enclosed.

Please charge my:  Visa     MasterCard

Card #: \_\_\_\_\_ Expiry Date: \_\_\_\_/\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov.: \_\_\_\_\_ PC: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Acknowledge my gift in publications as:

\_\_\_\_\_

I wish to be anonymous

*Misericordia Health Centre Foundation does not share or trade its mailing lists.*

07/13 RTTC

Charitable Organization # 11904 2174 RR0001



Return to: Misericordia Health Centre Foundation  
99 Cornish Ave., Winnipeg, MB, R3C 1A2  
Call: 204.788.8458  
Online: misericordiafoundation.com



# Thanks to Generous Donors, Seniors like Bella will enjoy **PRIME**



■ Manager Judy Ahrens-Townsend speaks to PRIME participant Bella Perera at Deer Lodge Centre.

**Bella Perera is an 88-year-old senior still living in her own home. However she needs some extra help and she gets that help by attending PRIME at Deer Lodge Centre twice a week. In spring 2014, Misericordia will be home to Winnipeg's second location of PRIME.**

The purpose of PRIME, a health centre for seniors, is to help people 65 years and older – who have complicated health and social needs – to continue to live in their own homes for as long as possible. Your donations are making this crucial care program for Winnipeg seniors a reality.

A typical day at PRIME for someone like Bella would begin when she is picked up at home by pre-arranged transportation. She would be dropped off directly at Misericordia at the first-floor location in the health centre's new Maryland building. She would visit with her case manager to check on her health and well-being, join the fitness program and leisure activities with friends, and enjoy a nutritious meal.

If she is experiencing any problems she would be seen by a professional such as a doctor, nurse, pharmacist, dietitian or others. PRIME also has quick access to onsite lab work and X-ray, and prescriptions are filled and sent home with her on a weekly basis. When it's time to leave, Bella will go home on the arranged transportation and be escorted right to her door. What's more, if Bella is experiencing any concerns in the evening or on the weekend, by calling PRIME she will have access to a nurse who is available to help.

Bella can attend PRIME anywhere from one to five days a week depending on her needs. And her family members get a much-needed rest knowing she is well-cared for at PRIME.

Gifts to PRIME will allow Misericordia's program to offer a full program of services to 90 people who are living in their own homes but need that extra bit of help. We are able to create a program at a location that is being purpose-built with seniors in mind.

Many of our donors share Misericordia's vision to be a leader in healthy aging through compassion, innovation and excellence. The PRIME program is a perfect fit for that vision.



## KEEPING EVERYDAY BEAUTY AND JOY ALIVE

**Jaymie Friesen, Misericordia's invaluable music intern, conducts the new resident choir, plays guitar and leads many music programs for our long-term care residents. Music brings joy and beauty to residents - and a different way to connect to the world.**

Our residents bring as much joy to Jaymie as she brings to them.

"Friday afternoon is one of my favourite times at Misericordia," says Jaymie. "A group of ladies and I always gather outside on a patio for ice cream and music. In between my songs we talk about flowers, gardening, the children playing nearby, age, and memories.

"Elda, a lady with severe dementia, sings along to every song as if she is the star of the show. But after each song it doesn't take long before she lapses into her own reality and requests to go 'home.' However, when I start a new song her priorities change, and she resumes singing merrily along to my songs.

"Spending time with these ladies on Friday afternoons is immensely fulfilling. Watching them smile, sing along, cry, laugh, tell jokes, and reminisce, reminds me that music is a catalyst to so much more than we realize. Music initiates movement, memories, laughter, and stories. It invites conversation back into this circle of ladies.

"One lady, who was at once a chatty and jovial lady, is now unable to communicate after suffering a stroke. I find it especially beautiful when I go play for her and her face lights up and smiles. Although she can't say much to me, she has a hard time letting go of my hand after I sing and makes it clear that my singing had made her day. It's as though we now speak through the language of song."

Generous donations funded Jaymie's position and expanded our music program. The Life Enrichment fund has blossomed into a way to give our long-term care residents opportunities to enjoy the daily beauty that life has to offer.

Music therapist Gorgina Panting works with residents that could benefit from music therapy and have difficulty communicating verbally due to Parkinson's, stroke and other neurological disorders. This therapy keeps them connected to and interacting with the world around them.

Artist and palliative care nurse Kathleen Black is part of an "artist at the bedside" program. She works one-on-one with residents who want to express themselves creatively through art.

And our newly-opened Great-West Life Rooftop Garden and Solarium gives our residents the chance to enjoy nature right in the heart of the city. In addition to being a quiet refuge, this "abilities garden" allows residents to use their skills for gardening flowers and small vegetable plants on the roof of Misericordia.

Donors have transformed the lives of MHC residents by giving them back activities that had once been part of their daily lives. Joy, beauty and creativity are alive and well for all who live at Misericordia because of you!



■ Left: Jaymie Friesen enjoys a song with interim care resident Al Wilner.



# Misericordia Corporation Members

For more than 100 years, the Misericordia Sisters accomplished so much in Winnipeg - everything from running a hospital to advocating for donations to inspiring communities with calls to action.

When the remaining Sisters returned to their Motherhouse in Montreal in 2004 they entrusted the ownership of our health centre to our five volunteer Misericordia Corporation members within the Archdiocese of Winnipeg.

Our Corporation, via the board of directors, ensures the Misericordia Sisters' motto - *Compassion of the Heart for Those in Need* - and values are emulated through our staff and volunteers in their delivery of excellent faith-based care.

The Misericordia Sisters still follow our progress from afar and are very proud of MHC's focus on outpatient excellence and healthy aging.

This year we are pleased to announce two new prominent Corporation members: Mark Chipman and P. Michael Sinclair.



Raymond Cadieux  
CHAIR



Most Reverend V. James Weisgerber  
ARCHBISHOP OF WINNIPEG



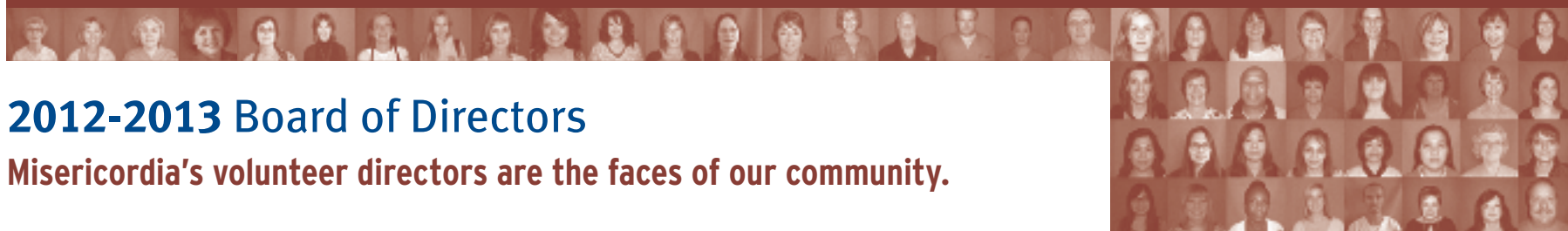
Kaye E. Dunlop  
SECRETARY



Mark Chipman



P. Michael Sinclair



## 2012-2013 Board of Directors

**Misericordia's volunteer directors are the faces of our community.**

Directors are accountable to the communities MHC serves – including the Winnipeg Health Region and Manitoba Health – for providing safe, compassionate care to our residents and patients.

During this exciting time of significant redevelopment at Misericordia, our board continues to be responsive to the changing health-care needs of Manitobans and advocate for an aging population.



Kevin McCulloch  
CHAIR



Bruce Birchard  
VICE-CHAIR



Maria Grande  
SECRETARY



Kaye E. Dunlop  
PAST CHAIR



Rev. W. Richard Arsenault  
ARCHBISHOP'S REPRESENTATIVE



Raymond Cadieux



Dr. Sergio Camorlinga



David Finley



Patrick Hannah



Kaaren Neufeld



Michael Radcliffe



Elizabeth Sweatman



Marilyn Tanner-Spence



Todd Sykes



Dr. Cornelia van Ineveld



Rosemary Vodrey

ADVISORY MEMBERS: Reverend Monsignor Norman J. Chartrand, R.A. Sam Fabro, Laurie Finley, Don Lussier, Myron P. Musick, Carole E. Osler, Claudia Weselake

### Misericordia Health Centre

99 Cornish Avenue, Winnipeg, Manitoba, R3C 1A2

Tel: 204-774-6581

[www.misericordia.mb.ca](http://www.misericordia.mb.ca)

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