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NOVEMBER 2018

# Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

## PRESIDENT'S MESSAGE: Welcome CIVP



We're very excited the Home Care Community IV Program, including its drug and supply distribution centre, is moving in to MHC this month.

I'm pleased to report the majority of CIVP staff has already attended orientation at MHC.

Please welcome CIVP staff warmly to the Misericordia Family!

I'm sure you'll be hearing more soon about CIVP from the program's co-managers: MHC's director of acute care, Roberta Fransishyn, and Home Care's CIVP team manager, Tatyana Taubes.

### What is CIVP?

The Community IV Program is for clients who need outpatient IV treatment; this program provides infusion services in a community setting with additional nursing and wound care as required.

The CIVP interprofessional team consists of Infectious Disease (ID) physicians, pharmacists, nurses and administrative support.

Clinic nurses - with expertise in infusion therapy and wound care - provide care and work with clients and their families, teaching them how to give the IV treatment independently.

CIVP also has community nurses who provide IV therapy in clients' homes.

CIVP is for people who:

- Are referred by a hospital inpatient unit, emergency department, Urgent Care or through ID clinics
- Have an infection that requires IV antibiotic treatment
- Are well enough to be managed in the community

### Why is CIVP moving to MHC?

This is a move that makes sense for a variety of reasons, one of which is that CIVP is a good fit in our acute care programs' portfolio and reflects our Mission of meeting the needs of the communities we serve.

With approximately 35,000 visits annually, CIVP's volumes have almost doubled since 2013-2014 and are anticipated to continue to grow. We're excited to be a part of their consolidation and assist in their expansion.

CIVP has outgrown its current IV services location at Lions Place and the new centralized service will better accommodate clients, bringing all areas of service together to allow Home Care staff to work more collaboratively and efficiently.

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## MHC FOUNDATION: 2018 CHARITIES CAMPAIGN

Karen Woloschuk, Executive Director,  
MHC Foundation

The 2018 Charities Campaign has started and once again Misericordia staff have been very generous with their donations and contributions. The Tim Hortons Coffee Break was a great success and we are looking forward to the Bake Sale, Basket Raffle and 50/50 raffle! Proceeds from this year's campaign will support our residents through the provision of a multi-sensory room to help alleviate anxiety and murals to reduce the risk of elopement.

Thanks to the generosity of Misericordia staff, a total of \$31,215 was raised during the 2017 Charities Campaign. Of that amount, \$12,166 was designated for our Health & Wellness program, \$9,540 to the United Way of Winnipeg and \$9,509 allocated to other projects and programs at Misericordia.

The 2017 campaign project was focused on health and wellness which assisted in enhancing and improving physical fitness for Misericordia's long-term and interim care residents as well as clients in PRIME, MHC for Lungs and Easy Street. Already your donations have helped us buy much-needed fitness equipment and supported programs such as Wheelchair Zumba and therapeutic dance. Working on their physical fitness will help all residents and clients enjoy better mental health and improved quality of life. Ensuring that older Manitobans are living healthier lives improves our communities as a whole.

We are very grateful for the incredible support of our staff in contributing to the important programs and services here at Misericordia and for supporting our broader community through the United Way of Winnipeg. Thank you!

See the calendar of events on page 8



## MHC HERITAGE COLLECTION

Barbara Paterson, Chair, Misericordia Heritage Planning & Policy Committee

The Manitoba Heritage Grants Program has been developed to assist Manitobans in identifying, protecting and interpreting the province's human and natural heritage. The Misericordia Heritage Collection has recently received \$3,000 from the Heritage Grants program to create a systematic inventory of the historical documents within the collection. This money will enable the Collection to hire a trained archivist to create a computerized, searchable inventory system and to oversee volunteers as they catalogue and preserve the documents. It will also help to develop a long-term plan for the development and management of the documents within the collection.

The Misericordia Heritage Collection is a partnership between the Misericordia Nurses' Alumni and the Misericordia Health Centre. It is currently located on the third floor of the MERC Building. The Collection contains hundreds of valuable documents, photographs, and artifacts about the history of Misericordia (Misericordia General Hospital, Misericordia Health Centre, Misericordia School of Nursing, and the Misericordia Nurses' Alumni). If you are interested in viewing the contents of the Collection, please phone 204-381-6286 or email [bapaterson@tru.ca](mailto:bapaterson@tru.ca).



## A MISERICORDIA HEROINE: AGNES WIGHTMAN WILKIE

Barbara Paterson, Chair, Misericordia Heritage Planning & Policy Committee

On Remembrance Day, we remember those brave men and women who died serving in the armed forces in various wars. One of those brave souls was a Misericordia School of Nursing alumnus, Agnes Wilkie.

Agnes' story is one of compassion, commitment and courage.

Agnes was admitted to Misericordia School of Nursing "as a pupil nurse" in 1924. She graduated in 1927, receiving the Dr. James McKenty gold medal for the highest grades in theory. After graduation, she worked as a supervisor in the Operating Room at Misericordia for a year and then as a private duty nurse in Winnipeg.

In January 1942, Agnes volunteered to serve in the Royal Canadian Navy as a Nursing Sister. She was stationed at the naval hospital in St. John's Newfoundland and served as Assistant Matron. Her commander referred to her as possessing "a keen sense of her responsibilities" and "tact, personality and ability beyond measure."

In October 1942, Agnes was returning to the hospital from her first shore leave, a visit to her parents in Carman, Manitoba. She was with another naval officer, her friend Margaret Brooke, a dietitian. They had travelled on the train from Winnipeg. They boarded the ship S. S. Caribou in the evening of October 13, 1942 to ferry from North Sydney, Nova Scotia to Newfoundland. The Caribou held 191 passengers, a crew of 46, as well as an assortment of rail cars, livestock and cargo.

Shortly after 3 a.m., the Caribou was torn apart by a torpedo launched by a German U-boat. The ship's boilers exploded from the force of the torpedo. Margaret later wrote her brother, "When the torpedo struck I was thrown across the room right on top of Agnes. I knew what had happened, but for a second couldn't do anything. She (Agnes) jumped up and grabbed the flashlight and climbed up for our life belts."

The ship sank in less than five minutes. There was utter chaos; horrifying sounds of the ship's structures being ripped apart, terrified passengers screaming and crying, and the bellows of cows who were drowning. The boiler explosions launched passengers from the ship's deck into the sea. Few were wearing life jackets. Only two of the lifeboats, and about a dozen rafts, were launched into the dark ocean waters. Agnes and Margaret never made it to the ship's deck; they forced their jammed cabin door open and fell into the sea.

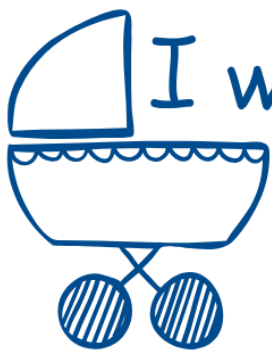
Agnes and Margaret clung onto a piece of the ship that was floating in the water. Then they spotted an overturned lifeboat. A dozen people were claspings the ropes at the side of the lifeboat. Margaret and Agnes swam to the boat and joined them.

For more than five hours, Agnes and Margaret and the others clung to the ropes on the lifeboat.

There were no rescue boats on the horizon. The people on the lifeboat were freezing. Waves from the frigid sea continually crashed over the lifeboat passengers. Some people slipped into the sea, never to be seen again.



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# I was born here...

## Nicole Perras

On April 22, 1969 MHC recreation facilitator Nicole Perras was born at Misericordia. The physician, expecting her to arrive in the afternoon, left and Nicole was subsequently delivered by a nurse. In 1970 Nicole's father was transferred to Montreal for work where the family lived for nine years, returning to Winnipeg in 1979.

Since its creation in 1998, Nicole has been a part of Interim Care. As part of MHC's Long-Term Care program Interim Care provides a comfortable home-like environment for 88 residents who are waiting to get into the personal care home of their choice.

Nicole volunteered in Interim Care for six months before joining the Recreation Department as a facilitator at the recommendation of Volunteer Services.

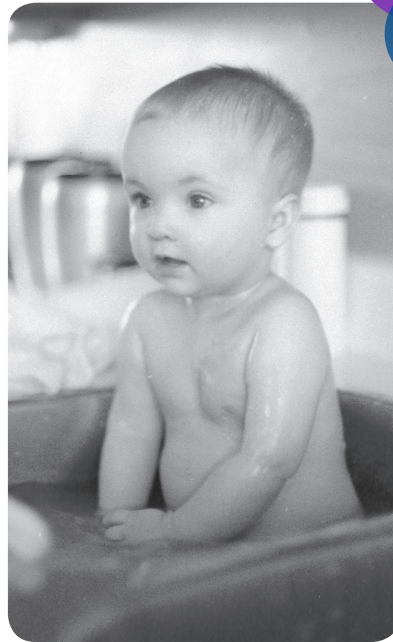
When she started Interim Care was located in the Wolseley building with Nicole assigned to Wolseley 3, now the Sleep Disorder Centre (SDC). The space where Nicole hosted activities for Interim Care residents is now SDCs reception desk and management office.

At that time that she was attending Red River College's Continuing Education program for recreation which she graduated from in 2001.

Nicole moved with Interim Care into the Cornish building in 2003 and has been the Recreation Facilitator for Cornish 2 ever since. She also sits on MHC's Workplace, Health & Safety Committee and MHC Fitness Committee.

Her time outside of MHC is filled with books, baking, jigsaw puzzles, music and physical activities like biking and circuit training. Earlier this year she participated in the Commuter Challenge, you can read her commuter profile at [www.facebook.com/pg/MisericordiaMB/notes/](http://www.facebook.com/pg/MisericordiaMB/notes/)

This year marks two milestones in Nicole's life. On August 5 she celebrated her 30th anniversary with her husband Rob. This year also marks 20 years of service to MHC and Nicole will be honoured at the Long Service & Retirement dinner hosted by MHC's Corporation and Board of Directors.



Please join us in thanking Nicole for everything she does for MHC and the residents of Interim Care. We look forward to many more years with you and, in the short-term, another amazing holiday season of resident dinners on our Interim Care units.

## MDS PAIN MANAGEMENT

Shannon Chartrand, Director, Long-Term Care

The WRHA Long-Term Care (LTC) Program is launching a nine-month quality improvement initiative. The aim of the initiative is to improve the reported pain experience of residents in Winnipeg Personal Care Homes with higher reported rates of pain. Misericordia Place consistently reports a higher number of residents with pain than the Canadian average. As such, the WRHA LTC Program has invited us to participate in the quality improvement initiative and we have accepted the invite.

Key highlights of the initiative:

- 22 Winnipeg PCHs consistently report residents experience more pain than their Canadian peers.
- Each of these 22 PCHs are invited to participate in a nine-month initiative to improve the pain experience of their residents.
- The initiative involves PCHs partnering with the WRHA LTC Program to implement strategies based on the Institute for Health Care Improvement Collaborative Model for Achieving Breakthrough Improvement.
- The WRHA LTC program will provide (and/or assist) PCHs by providing a monthly report to better understand the pain experience of their resident population as documented through MDS assessments.
- We will participate in a 45-minute monthly webinar providing education, tools and resources about quality improvement, change management and pain.
- PCH primary leads will be Gayle Dyck, Victoria Marek and myself and we will review progress, discuss challenges, help identify and plan steps to effect changes with the WRHA LTC program.

We have already participated in our first teleconference to discuss the PCH Pain Initiative and are very excited to be part of this quality improvement project. Can't wait to share the results!



## PRESIDENT'S MESSAGE: Continued

It is a staged move, with some staff arriving Tuesday, November 20 and the remaining staff arriving a week later, Tuesday, November 27. Because CIVP clients require antibiotics daily, there will be a very tight timeline for the move: clients will be seen at Lions Place until 4 p.m. on Tuesday November 27, and then as early as 9 a.m. at Misericordia on Wednesday November 28.

For patient convenience, CIVP will keep an IV services satellite site at Access Transcona.

### Official opening ceremony: mark your calendars

MHC is pleased to be hosting an official opening of the Community IV Program MHC site at 1 p.m. on Thursday, December 13 with the provincial Minister of Health, Seniors and Active Living attending, as well as WRHA and community leaders.

Caroline DeKeyster

President & CEO



Congratulations to MP2 LPN Jayde McCullough, who recently performed first aid for choking and saved a resident's life.

## 2018 AON HEWITT EMPLOYEE OPINION SURVEY

Reghan Scaletta, Director, Human Resources

Thank you so much to all the staff that have taken the time out of their days to complete the 2018 Employee Engagement Survey! To date we have reached a participation rate of 47 per cent.

Please note that the survey is open until midnight on November 7, 2018.

Congratulations to the first and second round of winners of our prize draws!

1. Salimatu Otterbein, MP2  
Lunch bag & \$10 gift card from Thom Bargaen Coffee & Tea
2. Ofelia Rivera, MP3  
Lunch bag & \$10 gift card from Thom Bargaen Coffee & Tea
3. Diane Boyce, Occupational Health  
MHC S'well Bottle
4. Nicole Perras, Recreation Services  
MHC S'well Bottle
5. Mirna Alberto, Volunteers  
Lunch bag & 2 x \$5 gift card from Co-op
6. Shelley Greening, Ophthalmology Clinic  
Lunch bag & 2 x \$5 gift card from Co-op
7. Florante Danzalan, MP2  
Lunch bag & 2 x \$5 gift card from Co-op
8. Dharane Bikila, MP1  
Bag & 2 x \$5 gift card from Co-op



The final draw will be held on Thursday November 8 when we will be drawing for a number of smaller prizes and two grand prize draws for \$100 gift cards to Polo Park! Your opinion matters! We want to hear from you, the good and the ways that we can improve. We look forward to sharing the results with you early in the new year.



Continued from Page 2

**A MISERICORDIA HEROINE:  
AGNES WIGHTMAN WILKIE**

The surviving passengers later recalled that Agnes helped to keep them calm. She told them she was optimistic that they would be rescued. She led them in singing hymns such as Nearer My God to Thee.

At 5:10 a.m., Agnes developed hypothermia and became unconscious. Margaret held onto Agnes' comatose body as long as she could. Eventually, Margaret could hold on no longer. Agnes' body slipped into the open sea. At daybreak, Margaret and two men were left on the lifeboat.

Agnes Wilkie died at the age of 39. She was the only nurse in all three Canadian services – navy, air force and army – killed by enemy action in WWII. Her body was interred with full naval honours in Mount Pleasant Cemetery in St. John's Newfoundland. A monument in her honour was placed in the cemetery of Carman, Manitoba, a photograph of Wilkie was hung in all Canadian Naval Hospitals and her name was given to a nurses' residence in Halifax. In 1953, the Agnes Wilkie Memorial Medal for General Proficiency was presented for the first time to a graduate of Misericordia School of Nursing by Dr. Jack McKenty. Dr McKenty had been an intern when Agnes was a student and he remembered her as a fine person and an excellent nurse. In 1957, Wilkie Lake in Manitoba was named in honour of Agnes.

Margaret Brooke was one of 100 people who survived the sinking of the Caribou. She received the Order of the British Empire for her heroic efforts to save Agnes. The Royal Canadian Navy named one of its Arctic patrol vessels the HMCS Margaret Brooke, in her honour. After the war, Margaret returned to university and received a doctoral degree in paleontology. She died at the age of 100.

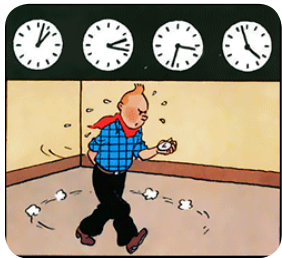
The Heritage Room (MERC-313) contains several artifacts about Agnes Wilkie and other Misericordia alumni war heroes. If you wish to learn more about them or to see the historical documents please contact Barbara Paterson at [bapaterson@tru.ca](mailto:bapaterson@tru.ca) or 204-381-6286.

# WHAT'S ON?!

November 4

**Daylight Savings Ends**

Remember to turn "fall back" one hour!



November 9

**Pain Day**

Rm 327 9 a.m. - 3:30 p.m.

November 11

**Remembrance Day**



November 14

**Blood Day**

7th floor conference room  
9 a.m. - 4 p.m.

November 14

**Take Our Kids to Work Day**



November 15-16

**International Misericordia Family (IMF) Heritage Gathering**

Representatives from MHC's Senior Leadership Team and Board of Directors will collaborate with the Misericordia Sisters and other Misericordia Heritage Group members in Montreal.



To learn more go to [misericordia.mb.ca/misericordia-heritage-groups/](http://misericordia.mb.ca/misericordia-heritage-groups/)

November 22

**MHC Long Service & Retirement Dinner**

Honouring MHC's retirees and staff with 15, 20, 25, 30 and 40 years of service!



November 2018 is...

**Osteoporosis Month**

**Diabetes Awareness Month**

**Lung Cancer Awareness Month**

**CPR Awareness Month**



## AN EXTRAORDINARY KEY...

Michele Sala Pastora, Spiritual Care Associate, Misericordia Place

A group activity which your three spiritual health providers, Donald Plett, Joan Crabtree and Michele Sala Pastora, offer residents in long-term care is called Nurturing the Spirit.

Sometimes we catch ourselves wondering if what we do makes a difference. At such times, comments from the residents hit home.

A few years back, a resident in interim care who was being transferred to a personal care home thanked me for providing a time and a place for “letting out the stories in her heart”. She hoped that her next home had such an activity “because she still had a lot of stories locked up in her heart.”

More recently, a resident expressed her appreciation for the same group activity which she said she “would never miss” and which “she looks forward to from week to week.” The resident shared how she appreciated “being read to” especially “stories which are so real” and which “move her at a deep level.” She could visualize the story<sup>(1)</sup> about a grandfather and his granddaughter unfold as I told it, and was surprised to what level such stories stayed with her throughout the week. This particular resident was expressing her own thoughts and feelings but wanted to thank me on behalf of the others who “might not be able to express themselves.”

What warms my heart is that Nurturing the Spirit, no matter how we initiate the conversation, becomes a springboard for the sharing of the residents’ own stories, a key to unlock precious memories and to affirm one another as human beings on life’s journey.

1. *The Spice of Life, Rachel Naomi Remen, M.D., My Grandfather’s Blessings*

# The Doctor is in



## Dr. Andrew Mis

Dr. Andrew Mis, ophthalmologist, has been operating his Ocular Oncology clinic through MHC since 1998. This clinic, which runs two Mondays a month out of the Buhler Eye Care Clinics, provides care to patients with eye tumors and pre-cancerous eye conditions. Many of his patients have pigmented lesions or are being monitored and receiving ultrasounds for pre-cancerous conditions.



The most common eye tumor Dr. Mis treats affects roughly six people per 1,000,000 and is located behind the retina; Dr. Mis sees roughly nine people per year with this diagnosis.

Many patients are provided radiation treatment for this condition from facilities in Toronto, Vancouver or Calgary where a radiation plaque is attached to the affected eye to provide localized treatment. On average two of the nine patients will require surgical removal of the affected eye, a surgery that Dr. Mis performs at MHC; he also performs cataract surgeries for his Manitoba Clinic patients at MHC.

Dr. Mis studied medicine at the University of Manitoba and, following an internship, practiced at the Rougeau Plaza Medical Centre for two years as a family physician. He then moved to Montreal to study Ophthalmology at McGill University, following this he participated in a fellowship in Ocular Oncology at Princess Margaret Hospital (now the Princess Margaret Cancer Centre) affiliated with the University of Toronto. Dr. Mis returned to Winnipeg in 1997.

Admitting to “restless legs” Dr. Mis is often travelling, whether for conferences or for his own pleasure, when he is not attending to his patients. His most recent trip took him to Greece, travelling to Athens, Rhodes and Crete. He will soon be off again to a conference in Chicago and then a detour to Panama for fun on his way back to Winnipeg. Over Christmas Dr. Mis will be in Rome travelling to Malta and Cairo in the New Year. He also has an interest in photography but attributes this to his passion for travel.

This year Dr. Mis is being honoured for 20 years of service to MHC at the annual Long Service and Retirement dinner hosted by MHC’s Corporation and Board of Directors. The next time you see Dr. Mis please thank him for 20 years of living the legacy of the Misericordia Sisters.

**Fun Fact:** Dr. Mis was born at MHC!

To learn more about our staff and volunteers who were born at MHC go to [www.facebook.com/pg/MisericordiaMB/notes/](http://www.facebook.com/pg/MisericordiaMB/notes/) and look for “I was born here...”





# People Profile

## Paul Carr

Millwright Paul Carr will be honoured for 25 years of service to MHC later this month at the annual Long Services & Retirement Dinner hosted by MHC's Corporation and Board of Directors.

What is a Millwright?

At MHC this is someone who fixes pumps, conveyors, compressors, pneumatics and MHC's beds and stretchers. Paul is currently part of a group replacing the powerhouse cooling tower motor and recently repaired the overhead shipping doors at Misericordia Place.

Originally hired to MHC as a temporary general helper he assisted with the physical transformation of MHC's OR and Day Surgery in 1993. Following this project a permanent millwright helper position opened up which Paul was hired into. Paul went back to school obtaining his Journeyman Red Seal Interprovincial Millwright ticket and following the retirement of MHC's Millwright Ziggy Wolkowicz he was hired into this position.

When asked what he likes about MHC Paul said, "For a large health centre it feels small, it is pretty easy to get to know people here and I have made a lot of friends here."

Paul is lucky to be a Jets season ticket holder and in the winter is often playing or watching hockey while the summer months are spent golfing and camping. Year round the best parts of Paul's days are with his dog Barney, "there's nothing like coming home to a loving dog."

We would like to congratulate Paul on 25 years and thank him for continuing to live the Mission of the Misericordia Sisters.



## Mission Moment



### YOU'VE BEEN MISSIONED!

The MHC Mission Day Committee has been busy!

We would like to thank:

- Craig Simmons, Shipping/Receiving
- Chero Belle Laqui, Mail Room
- Vera Duncan, Joanne Kaethler and Gillian Toth from the Nursing Office
- Shannon Chartrand and Dave Ross from Long-Term Care administration,
- Glenn Komus and Janine Labossiere from WRHA Purchasing and
- MHC Nutiriton Services

for their hard-work, continuous care and living the Misericordia Sisters' legacy!

We hope you enjoyed being **MISSIONED!**



# 2018 CHARITIES CAMPAIGN EVENTS:

## CASUAL DAYS:

- Every Friday, Oct. 26—Dec. 7 (\$2 per casual day or \$12 for all 7 weeks)

## 50/50 RAFFLE:

- Draw date—November 9 at 2 p.m.

## BASKET RAFFLE:

- Draw date—November 9 at 2 p.m.

## BAKE SALE:

- December 6

Casual Day stickers and 50/50 tickets are available for sale at the Switchboard, MP Place reception and the Foundation Office.



**MISERICORDIA**  
Health Centre  
**FOUNDATION**



## NEW HIRES

Pompei Gamallo  
RN, C2

Violet Sonestone  
RN, LTC Float Pool

Monique Light  
RN, Operating Room

Kathie Maendel  
Environmental Services Attendant  
Housekeeping

Erano Magnaye  
Environmental Services Attendant  
Housekeeping

## RETIREES

Lilian Galang  
Environmental Services Attendant  
Housekeeping

## Safety Corner

### Eye and Face Protection

Sandra Olivson, Manager, Patient/Resident Food Services

#### Potential hazard:

Workers exposed to hazards such as flying objects and particles, fumes, vapours and mists, biological hazards, splashing liquids, molten metal and various types of radiation may be at risk of serious face or eye injuries.

#### How to control the hazard:

Using approved personal protective equipment (PPE).

Suitable PPE must also be worn according to the type of work being done (refer to your department safe work procedures).

#### What you need to know:

- The chosen eye or face protector must meet the requirements of the Canadian Standards Association (CSA)
- Prescription lenses or prescription eyewear are not included as eye protectors unless they are certified as meeting all requirements of CSA standard
- Contact lenses are not a substitute for proper eye and face protection. In some cases, contact lenses may be used provided that additional, appropriate eye protection that meets the requirements of CSA is worn.
- Eye and face protectors must be available in a range of eye, bridge and temple sizes to meet the needs of individual workers.
- Before starting on a job that will require you to wear eye protection, check to see the whereabouts of the closest eye wash stations. Make sure that you know how to use it.