



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

AUGUST/SEPTEMBER 2019

# Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS



M-NET  
MHC Intranet



Page 1 - President's Message

Page 2 - Resident Art Show

Page 3 - WPG Fire Department  
Inspections

Page 4 - Health & Safety  
Corner

## PRESIDENT'S MESSAGE: SHARING MISSION MOMENTS



As President and CEO, I see how our faith-based Mission brings additional value to our clinical excellence. One way we foster our Mission is through "Mission Moments," where MHC shares stories of our staff living our Mission in this newsletter, on our social media channels and at meetings.

Our Senior Leadership Team follows this practice: at the beginning of each meeting our members take turns sharing their own Mission Moments with the group. It may be a story about our Mission in action at Misericordia or in the community, an inspirational video, a health-care news story or other learning opportunities.

Our Long-Term Care Director, Jennifer Taylor, recently shared this list of 10 ways we can live out faith in the workplace. I think it's worth sharing. Enjoy.

### Work and Faith: 10 ways we can live out faith in the workplace

1. Be joyful: Joy transcends emotion as it's rooted in the hope and knowledge that faithfulness is constant and enduring. Within this context, we are better able to live in the present moment and dispense with the anxieties that come from focusing too much on either the past or the future.
2. Strive for excellence: Our work necessarily involves trade-offs between perfection and timeliness, but we are always able to work with intensity and to give our best efforts.
3. Support others: There may be people around you experiencing difficulties. Although we can't fix everything, we can often be sources of support and encouragement.
4. Be an ally: We need allies for the mutual support and encouragement. Find an ally, be an ally.
5. Forgive: Forgiveness is frequently necessary in the workplace. We need to ask for it and receive it. The words "I'm sorry" are among the most powerful we can use.
6. Embrace failure: There's no better impetus to success than failure. We can learn, grow and do better next time.
7. Be a friend: Even the most difficult work relationships can be turned around if we can commit to treating others with courtesy and respect along with honesty and speaking the truth.
8. Be grateful: Find ways to transform an obstacle into an opportunity. Grateful people are more resilient to stress, and more prepared for change, conflict and failure. Say thank-you, accept a thank-you.

Continued on page 4

## MHC FOUNDATION: 30TH ANNUAL GOLF CLASSIC

Karen Woloschuk, Executive Director,  
MHC Foundation

The 30th annual Misericordia Foundation Golf Classic was held on Wednesday, June 26th on a beautiful sunny day! We welcomed 136 golfers to spend the day at Pine Ridge Golf Club where they enjoyed a round of golf, contests and giveaways, followed by dinner and live auction.

We are grateful for all of our sponsors, and in particular, would like to recognize the following sponsors:

Presenting Sponsor: Canadian Tire

Cart Sponsor: The Paul Albrechtsen  
Foundation Inc.

The day wouldn't be possible without the support of our Misericordia family. We are grateful to our committee members who spend the year planning the tournament and to the many wonderful Misericordia staff who help ensure our golfers have a great day on the course!

We are grateful to each and everyone one of you who come out and spend the day as our ambassadors.

Thank you!



# RESIDENT ART SHOW

Ellen Locke, Manager, Recreation Services

On the afternoons of June 5 at Misericordia Place and June 6 in our beautiful Great-West Life Rooftop Garden and Solarium, recreation staff and our Manitoba Arts Council Artists in Residence held a resident art show. More than 100 guests attended these two exhibits including residents, staff, and family!

Both of these events offered the option of seeing artwork made by our residents/clients as well as making art. The June 6 event welcomed students from Mulvey School who created art with those who wished to participate.

One of our residents from MP1, Angela Kalichak, who, by the way, is 102 years young, painted with Ana Anusic, recreation facilitator on MP1. Angela was once very active in creating art. You can see many of her floral paintings in the framed art installed at Miz Place. We converted Ana to the many benefits of art-making during her time painting with Angela.

The art sessions the recreation department provide to our residents/clients are offered twice a month on each of the six resident floors. These sessions are very generously funded by the Manitoba Arts Council and Misericordia Foundation. This program greatly benefits residents by providing a relaxing creative space to paint, draw, and make something beautiful.



## SHEILA SCHULTZ: ALLERGIC REACTION RESPONSE "I CALLED HEALTH LINKS – INFO SANTÉ AND THEY SAVED MY LIFE"

In May Health Links – Info Santé responded to a call from a woman having a severe allergic reaction. Sheila Schultz feels this call saved her life. Here is her story:

*I went to our local vet at 5:30 p.m. It is a rural location so the large animal vets check-in at the end of the day. As I was picking up my dog's pills a young lady dressed in red scrubs walked in behind the desk, the receptionist immediately said to her, "You need to back up, you've been with horses all day and Sheila is extremely allergic." I should have left, I should have run, but it had been over 20 years since I'd been in the ER for an attack, maybe I wasn't allergic anymore?*

*As I stepped down the old cement steps I started to cough, then cry, and I knew I was still very allergic to horses.*

*I covered my mouth because someone drove by with a huge horse trailer, got into my truck and blasted the AC.*

*I only live three miles from the vet, a five-minute drive, I could make it home... right?*

*About halfway home I could feel a hand squeezing my throat, I wasn't going to make it home. I found my epi-pen and opened it. I realized that even though I had faithfully carried this thing around for over 20 years I really didn't know how to use it or what it would do to me. I waited until I got on my driveway and turned the truck off, took a second and slammed that needle into my right thigh. I got out of the truck still holding it in and realized I felt dizzy and shaky. My husband Mark came out as he'd seen me leaning on the truck, I removed the pen and blood ran down my leg.*

*I went inside and lay down. Here's the problem in my mind... I didn't know what to do next. What was I to do? Take my allergy meds? Call the hospital?*

*I called Health Links – Info Santé and was advised to call 991. Why? Was this an emergency? The nurse told me the epi-pen will only work for about 20 minutes and then you can have a second reaction. I didn't have another pen and I live in a rural setting so I needed to call 911 now. By the time I called 911 I had six minutes left in the 20-minute window the epi-pen gave me... six minutes before I could have a secondary reaction with no epi-pen in my country home.*

*I was not educated in the complete process of the allergic reaction. I, like many people, knew how to give the shot but then what? A 50-year-old woman thought it would heal me, I would sleep and feel better; that's not how it works.*

*I made it through but it was a very scary day and I'll be more prepared next time.*

*My doctor explained in very clearly to me:*

- Stop
- Shot
- Sit
- Call 911

*Don't leave the scene, just wait for help. I feel the need to tell this to anyone who will listen.*

PRECATION

## FIRE DEPARTMENT INSPECTIONS

Kelly Cormack, Manager, Plant Services

MHC and Misericordia Place passed their annual Winnipeg Fire Department Inspections with zero deficiencies. Prior to this inspection, I had never seen an inspection report say "no violations observed at time of inspection."

It's rare to have zero deficiencies on an inspection report. Deficiencies are often as simple as an out-of-date fire extinguisher, a gift-wrapped resident's door, ornaments hanging from the overhead sprinkler or a burnt-out exit light.

The Winnipeg Fire Department inspection ensures all of MHC's related inspections are complete and deficiency-free. Inspected systems include;

- facility sprinkler system
- fire alarm system
- boilers
- back-up generators
- fire extinguishers

A floor-by-floor inspection is also completed and this is where our staff really shine! This inspection confirmed that;

- hallways, stairwells and lobbies were free of clutter and obstacles
- materials were stored properly
- patient/resident rooms are maintained

MHC staff and volunteers, without knowledge of inspections times, have provided a safe environment for our residents, patients and visitors. By incorporating our safety guidelines into your work every day you save us time and valuable resources following inspections such as this one.

I would like to thank everyone for helping keep our facility safe.

## ETHICS @ MHC

Diana Doyle-Zebrun, Manager, Clinical & Quality Initiatives, PHCC

Thank you for attending the Ethics Week presentation on Moral Distress. It was standing room only!

We've heard that you want more time to discuss this issue so we are bringing clinical ethicist Katarina Lee back! This time she will focus her presentation on moral distress and answering your questions.

Mark your calendars for November 13, 2019, at 2 p.m. If you have any questions for Katarina, you would like feedback on from the committee or you want to consult us to discuss an ethical concern at any time, email us at [ethics@misericordia.mb.ca](mailto:ethics@misericordia.mb.ca) or drop a consult form off at the information desk.

### Cornish 2 Resident:

Coming from a totally different generation (I'm 84 and a woman) I was a little nervous when I was told Mervin would be giving me my shower on Tuesday.

Then he came to get me, his naturally friendly attitude and sense of humanity put me at ease. He was very respectful and totally professional. He explained what he was doing while washing me and covered me with a towel when he left the room. He dried me and put body lotion on my back because I had been so itchy.

After that, I slept so well!

Mervin is a gem and a credit to Cornish 2.



My name is Beverly Johnston and I am currently doing companion work for a client in Cornish 2 who is waiting for placement.

I have had the pleasure of witnessing first hand the kindness, compassion and professionalism extended to all of the clients there by your capable staff. I am very impressed with everyone from the nurses and health care aides to the spiritual health and housekeeping teams. Thank you for this service, we truly appreciate everything.

Sincerely, Beverly Johnston



As a newly admitted person to Cornish 2, I would like to compliment Cachel for her very professional manner in which she welcomed me to the unit.

Arriving nervous and uptight, her calm manner quickly put me at ease. For someone who has trouble hearing, she used her sense of humour when repeating so I could understand and also to make me feel less stressed.

While putting on my "I.D." band she said "Don't want to lose you" and I thought that was cute.

Cachel also kept checking in on me to make sure I was okay and even brought me juice.

She is definitely an asset to the unit.





Recently we had a visit from Rossbrook House youth with their leader Tristan, who used to volunteer at Misericordia. We had fun giving them a tour.

## Health & Safety Corner

Jenifer Downie, Occupational Health Nurse

There has been more and more news about the risk of injury for people that walk and text. Research has focused on walking and texting near vehicular traffic, but there is also a risk for injury while texting and walking within the walls of MHC. When we are paying attention to our phones, we are less aware of our surroundings – people, objects, and environmental hazards.

Here are a few simple tips to avoid distracted walking to keep you safe from injury both at work and beyond:

Always be aware of your surroundings and stay alert:

- Do not read or respond to texts while walking. Wait until you have stopped to look at your phone
- Do not listen to music while walking; remove your headphones and put your phone away
- Maintain eye contact with drivers and wait until vehicles have stopped before crossing the road
- Obey all traffic signals
- Only cross the road at designated crossing points
- Use a sidewalk when one is available
- Watch for vehicles turning as you cross an intersection
- If you absolutely need to use your phone, stop walking.

In these ways, we can decrease our risk from injury due to distracted walking.

**Stay safe, everyone!**

## NEW HIRES

Dinknesh Erbelo  
HCA, LTC Float Pool

Abraham Calpatura  
HCA, Cornish 3

Curtis Reynolds  
RPN, LTC Float Pool

Marsha Martin  
GLPN, Misericordia Place 2

Rossette Hernandez  
GLPN, Cornish 2  
/ LTC Float Pool

Eden Kedani  
HCA, PRIME / LTC Float Pool

Suzanne Suzio  
RN, Ophthalmology Assessment Unit

Matthew White  
Power Engineer 3rd Class  
Plant Services

Kevin Culliford  
Clinical Dietitian  
Nutrition Services

Yvonne Sturgess  
Patient Registrar  
Patient Registration

Tasha Masesar  
RN, Health Links – Info Santé

## RETIREEES

Christine Ssenyange  
HCA, Cornish 2



After waiting for years, MHC groundskeeper Jo-Michael finally has a new riding lawnmower! #mhcfamily

## PRESIDENT'S MESSAGE: CONTINUED

9. Be humble: There are no limits to the benefits of humility in the workplace. We need to play off the strengths of others rather than their weaknesses. Humility recognizes that our own skill set isn't the be-all and end-all.
10. Pray: It is always possible to live out our faith in the workplace in ways that benefit others. Let's resolve together to approach our daily work as a means of loving God, our co-worker, and effectively serving our employer.

Adapted from "10 Ways to live your faith at work," Kevin Lowry, OSV Newsweekly