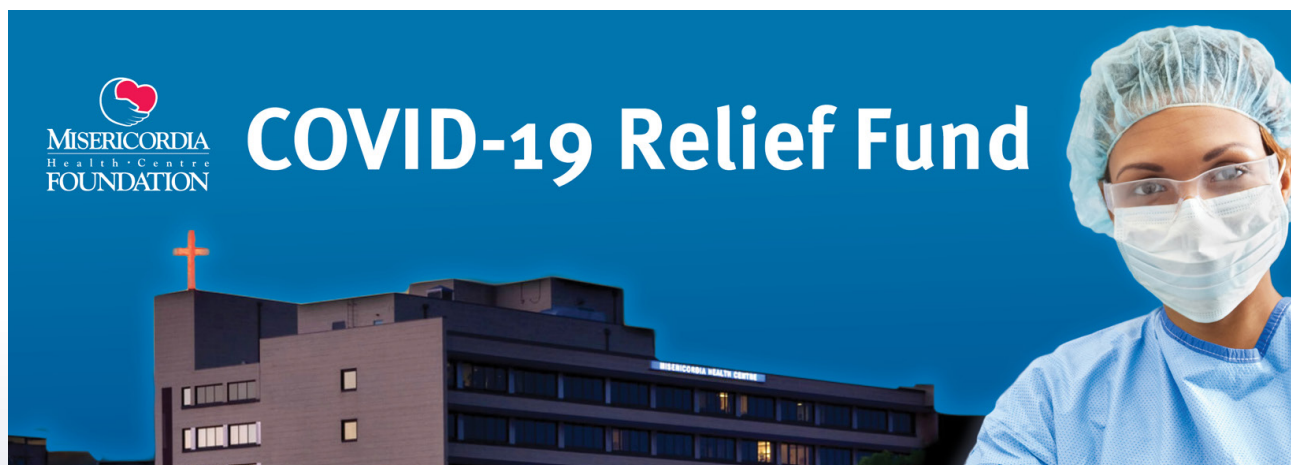


# Misericordia Health Centre Foundation

This year has been a year like no other for all areas of MHC, and our Foundation is no exception. We celebrated 25 years of Angel Squad. We recognized – and continue to recognize – our health-care heroes, who have been working tirelessly 24/7. We travelled virtually Around the World in 80 Days with our Misericordia Place long-term care residents.

And our generous donors journeyed and supported us along the way. Thank you! With your support, we've connected patients with families through technology, preventing social isolation. You've helped expand Health Links – Info Santé, a critical COVID-19 resource to all Manitobans. You've funded key eye equipment as we've remained open 24/7 for eye emergencies.

We are grateful 1,462 donors gave more than \$3 million dollars!



Through each wave of the pandemic, the demand on health-care providers continues to increase and evolve rapidly. We continue to rely on donor and community support to lead the way in providing innovative, compassionate care.

Misericordia Health Centre's commitment to providing exceptional care has never wavered. **We are here for you.**

Donations to our COVID-19 Relief Fund are just as important now, as they have ever been!

## WAYS TO DONATE:





Online: [misericordiafoundation.com](https://www.misericordiafoundation.com)

Phone: 204.788.8458

Mail a cheque to:  
MHC Foundation  
99 Cornish Avenue  
Winnipeg, MB  
R3C 1A2

*Thank you for your support!*



Find MHC Foundation on:    

Misericordia staff, physicians and volunteers touch the lives of tens of thousands of Manitobans every year. This year, many more touches were virtual.

- **Living our Mission**
- **Working together**
- **Protecting you, your loved ones and each other**

*Misericordia staff lives the legacy of our Founders, the Misericordia Sisters, and their motto of compassion of the heart for those in need.*

## 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: Eye Care Centre of Excellence, Provincial Health Contact Centre and Sleep Disorder Centre.

## Values

Caring • Respect • Trust

   @MisericordiaMB

99 Cornish Avenue  
Winnipeg, MB, R3C 1A2  
204.774.6581

[info@misericordia.mb.ca](mailto:info@misericordia.mb.ca)

# WHO WE ARE and WHAT WE DO 2020-2021

**Misericordia Health Centre:**  
at the heart of the  
COVID-19 response



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

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



# Providing compassionate, continued care safely throughout the pandemic

## Acute Care

As is the Misericordia way, our acute-care teams became creative within the fluid COVID-19 environment, such as:

- An exciting, enhanced partnership formed between our Clinical Resource Team (walk-in emergency eye care), the University of Manitoba Ophthalmology Residency Clinic and the provincial ophthalmology on-call team
- Our Community IV Program created a hydration infusion team, saving lives in Manitoba personal care homes
- Our Sleep Disorder Centre created patient videos and held virtual visits for the first time as overnight sleep studies were halted
- With elective eye and pediatric dental surgeries suspended – three times – our care teams continuously assess and ensure emergency sight-saving surgeries are performed

Acute-care staff were initially reassigned to other areas at Misericordia and are now currently redeployed to other Winnipeg hospitals.

## Clinical Services

Clinical services continue to adapt to public health orders, with recreation and spiritual health services moving away from group care to individualized programming. Many of our clinical services' teams, including social work, became even more important links to family members unable to accompany or visit patients.

Many clinical services, such as diagnostic imaging and rehabilitation, scaled back non-urgent exams and treatments to focus on developing virtual and alternative patient support.

## Long-Term Care

*Thank you to long-term care family members and friends, for the support given to your loved ones and our staff throughout the pandemic. It is appreciated.*

COVID-19 had a profound impact on Misericordia Place, bringing with it a roller coaster of immeasurable loss tempered with stories of resilience, health-care heroes and vaccination joy.

MHC's transitional care expanded this year, accepting more clients requiring complex social and medical support in order to free space in acute-care facilities.

## Provincial Health Contact Centre

*Championing virtual care for more than 25 years*

Since the onset of the pandemic, Health Links – Info Santé's call volumes have grown from 350 calls a day to more than 4,500.

Manitobans rely on Health Links – Info Santé's to provide nursing triage, assessment and trusted care advice around the clock.

This year, the phone-based nursing system tripled its staff and exponentially improved its technology in response to COVID-19 queries.



WINNIPEG • 204-788-8200  
TOLL FREE • 1-888-315-9257 • SANS FRAIS

*This Report to the Community was presented June 15, 2021 at MHC's Annual General Meeting.*

**We've been vaccinated for COVID-19. Have you?**



*Our health – and how soon we get back to “normal” life – is in our hands: we all need to get vaccinated. Further waves of the COVID-19 are preventable. Please get vaccinated. #ProtectMB*