



MISERICORDIA

Health • Centre

The future of care

May 15, 2020

Hello everyone,

I hope everyone was able to have lovely Mother's Day weekend. We celebrated Mother's Day at MHC with ice cream and fancy drinks for all Misericordia Place residents and Transitional Care Unit clients. I'm pleased to say we were able to schedule additional staff to meet the increased demand for virtual and window visits.

We have embarked on establishing a plan to facilitate more window visits for our residents and clients. I am excited to share that MHC's Plant Services team completed building a "visiting platform" for our TCU clients' loved ones at the front of our Cornish building. This pandemic is pushing us to be as innovative as we can to make sure families can stay in touch with loved ones as best they can. We know this is not the same as being in person. We certainly do miss the presence of family and friends in our buildings and I cannot imagine how you are feeling not being able to visit in person.

A reminder it's appreciated if you call to schedule virtual visits so we can plan ahead. I know many of you have arranged set times. To schedule, please call or email:

Cornish 2	204-788-8398	Manager: Martine McGinn	mmcginn@misericordia.mb.ca
Cornish 5	204-788-8128	Manager: Tania Maryalaya	tmarylalaya@misericordia.mb.ca
Cornish 6	204-788-8130	Manager: Stacey Morgan	smorgan1@misericordia.mb.ca
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MP 2	204-788-8432	Manager: Tara Keyser	tkeyser@misericordia.mb.ca



Pictured: TCU "visiting platform"



Spiritual Health support + online services' availability

Spiritual Health providers, trained to minister in a multi-faith environment, are available to provide emotional and spiritual support to all Misericordia patients, residents, families, volunteers and staff. Our providers may be of assistance in helping reflect on life events, their meaning and the necessary adjustments. If you would like to speak to a Spiritual Health provider, please contact the appropriate unit.

Our Spiritual Health lead, Joan Crabtree, is featured in this week's **Anglican Journal**, speaking about providing care during COVID-19.

NEW: We have started a new initiative with residents at Misericordia Place. Many local churches, parishes and other religious congregations are now recording their services and making them available through YouTube or other online platforms. We have been taking a laptop to residents who have asked to view a particular service, and setting it up for them to watch. We are now expanding this option to Transitional Care clients as well.



Working to improve TCU Wi-Fi and phone lines

With support from Digital Health and our Plant Services department we have improved Wi-Fi on our TCU floors. Further enhancements to increase coverage continue next week. We are also having BellMTS add more phone lines. Thank you for your patience as we work to improve our technology!

Gratitude Garden

There is now a “gratitude garden” in windows around MHC, including on our overpass and many entrances’ windows. Students from Mulvey School created these colourful flowers and “keep smiling” messages. We’re pleased to be able to spread some joy to MHC staff and all who walk by in the neighbourhood!



Musical interludes

We continue to explore creative recreational programming in the time of COVID-19. Dan Locke, Pipe Major of the Queen’s Own Cameron Highlanders, recently serenaded Misericordia Place residents with Amazing Grace and other goodies! We have scheduled another band to play next week.



COVID-19 updates

The province of **Manitoba's COVID-19 webpages** are the best place to keep up-to-date with everything related to COVID-19.



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COVID-19 NOVEL CORONAVIRUS

We carefully watch this information, and the Shared Health information for health-care providers, so we can share updates with families and loved ones as soon as they are available.

Thank you to everyone who has given us their email addresses. We will email these letters to you, as well as posting on the **Family Updates** page of our website.

As always, I appreciate any suggestions or comments you may have to help us keep you up-to-date.

Yours sincerely,

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