

April 15, 2020

Hello everyone,

We know you must be worried as the COVID-19 situation continues to evolve. Please be reassured we are taking care of your loved ones and doing everything possible to keep our residents and clients safe and comfortable throughout this unprecedented time.

Providing safe, appropriate, compassionate care:



Our staff are self-monitoring for symptoms and not coming into work if they are feeling ill. When staff do arrive at work, everyone is being carefully screened at entrances, including having their temperature taken, before entering Misericordia Health Centre and Misericordia Place.

Staff are now also wearing Personal Protective Equipment (PPE) such as masks and eye protection to keep our residents and clients safe. This is just another way to prevent the spread of the virus.

We've implemented many changes to limit the number of people at Misericordia to help reduce the possibility of COVID-19 reaching our units, such as suspending volunteers and non-essential services such as hairdressing.

Programming changes also reflect physical distancing practices: recreation activities are now smaller groups and primarily one-on-one time with continued music and new technology programming. A piano is being played in the Misericordia Place multi-purpose room as I write this update. Spiritual Health is also focusing on individual programming, from *Nurturing the Spirit* to lighting candles (battery, of course) in windows.



Drop-off items:

We encourage families to continue dropping off items for their loved ones at Misericordia, but please note that any gifts to residents now need to be cleaned and disinfected before entering the units. That means we can't accept items such as plants, flowers or stuffed animals at this

time. If you would like to leave a card, we will have staff open and place in a cleanable page protector for you!

We encourage families to continue bringing in food to Misericordia while adhering to new guidelines: packaged food must now allow for cleaning/disinfection (e.g. plastic container, not cardboard or Styrofoam). And it's important social distancing guidelines are maintained.

Please call ahead before dropping off any items for guidance through the process. Drop-offs are preferred Monday to Friday if at all possible.

Laundry note: a reminder to please return laundry in plastic (not paper) bags.

Keeping you informed:

The directives regarding best practices from Shared Health regarding long-term care facilities are changing daily, even hourly, and we want to make sure you are kept as up-to-date as possible with the changes and how we are keeping residents and clients safe.

We are mailing you this letter to make sure we reach everyone! We also invite you to also visit our webpage dedicated to family members:
misericordia.mb.ca/information/family-updates/

Family Updates



March 28, 2020

Stay connected with your loved one at Misericordia



March 20, 2020

A Message from Recreation Services



March 17, 2020

Coronavirus Update #4

Our staff is dedicated to ensuring you receive updates. As always, staff will provide regular phone updates and advise if there are any changes to your loved one's health status.

We are here to listen to you and answer any questions you may

have. We will continue to work with you to support your loved ones, so please let us know if you have any suggestions!

We encourage you to call at any time or email managers directly - whether you have questions or if you would like to say hello to your loved ones:

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
MP 1	204-788-8431	Manager: Gayle Dyck	gdyck2@misericordia.mb.ca
MP 2	204-788-8432	Manager: Tara Keyser	tkyser@misericordia.mb.ca
MP 3	204-788-8433	Manager: Gayle Dyck	gdyck2@misericordia.mb.ca

Social distancing does not mean social isolating

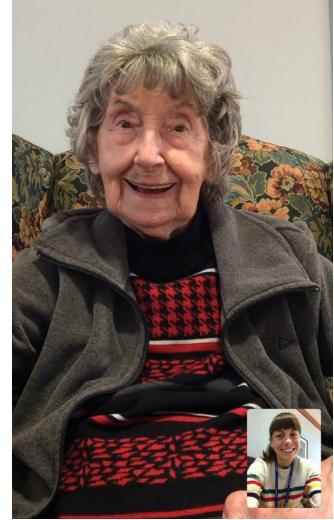
We know that visitor restrictions in place are very tough on families and friends with loved ones in long-term care at Misericordia. It's been almost a month since visitors restrictions were put in place! That's a long time.

Even during a global pandemic, however, the human connection remains important. Although you can't visit at this time, we reassure you we will work together to make sure you can stay in touch.

We are now using iPads to connect residents with family and friends. If you have access to this technology, we would love to help connect you with residents/clients via FaceTime or other messaging apps. Staff have been reaching out to family members; please contact the unit to make arrangements if you haven't heard from us yet.

We know you'd like to see your loved ones and we are exploring the option of posting videos via a password-protected YouTube channel.

Misericordia Place has umbrella wi-fi, while our Transitional Care Units (TCU) have limited access on floors. Please bear with us as we explore all options to boost our TCU wi-fi.



A reminder you can also send an email message to your loved one through MHC's *Email a Resident* program:

<https://misericordia.mb.ca/contact-us/email-a-resident/>

Misericordia's social media channels – Facebook, Twitter and Instagram – offer windows into the happenings of Misericordia and we encourage you to follow us @MisericordiaMB



We appreciate your patience in our efforts to protect our residents, clients and each other as we work together to prevent the spread of COVID-19.

Jennifer Taylor
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