



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



**M-NET**  
MHC Intranet



APRIL 2020

# Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

## PRESIDENT'S MESSAGE: All COVID-19, all the time



As the COVID-19 pandemic continues to evolve, it's important we all stay well informed. The situation is changing daily, hourly even, so I urge you to stay up-to-date by checking the "source-of-truth" links on M-NET where we have created a designated COVID-19 section. We have also posted printed resources on our "Information" bulletin boards on the overpass and in the Wolseley hallway. Knowledge is power, and together we can live the 3Ps – protect yourself, protect your loved ones and protect your community.

### Stay home if you are sick

It is imperative you do NOT come to work if you aren't feeling well. Please call MHC occupational health at 204-788-8011 from 7:45 a.m. – 4 p.m. for direction.

Staff must stay home when sick, for any type of illness and not just COVID-19 symptoms.

It only takes ONE person to infect many: our long-term care clients and residents in particular are amongst the most vulnerable and we need everyone to act together to keep everyone safe.

### Take care of you, too

Acknowledging it's an incredibly frenetic time, it is critical we also focus on our personal wellness. This not only includes staying home when you're ill, it also means taking care of your mental health. I encourage you to take time to connect with friends and family, whether that's a phone call or video chat via FaceTime, Zoom or Houseparty – the technology to help us stay in touch is endless. And take a break to breathe or to enjoy a meal. Storm Café Misericordia is now open weekdays, 7:30 a.m. – 2 p.m., stocked with fresh menu items, including wraps, sandwiches and salads. The same items will also be available off hours in vending machines.

### Have I said thank-you?

I want to take a breath – and a special moment – to acknowledge all that we have accomplished in just a few weeks. The Provincial Health Contact Centre, in particular, has undergone enormous change with vastly increased staffing and implementation of new technologies in such a short timeframe. Indeed, all areas of MHC have seen changes to their workflows.



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## MHC FOUNDATION: COVID-19 Relief Fund

Kris Gladwell, Executive Director,  
MHC Foundation

I want to start off with by saying thank you to everyone for such a warm welcome to the Misericordia family. I'm already starting to feel at home.

As a health centre, COVID-19 is at the forefront of everything we're doing right now. There's never been a more critical time to work collaboratively. I am so inspired by how everyone at Misericordia has come together. You should all be proud of yourselves for stepping up to the plate, going wherever your help and skills are needed.

I would like to acknowledge our MHC Foundation team members, who are on-site working at door screening stations as well as screening COVID-19 calls at Health Links-Info Santé. As a team, we've pivoted to take on new responsibilities. We are honoured to be here, helping.

The Foundation has launched a COVID-19 Relief Fund. This fund will support three areas of need: long-term care, staff crisis and Health Links-Info Santé. The Foundation is dedicated to continuing to raise funds for the greatest needs at MHC during this pandemic.

I think it's important you know that the entire Senior Leadership Team has made a donation to the COVID-19 Relief Fund. This is unprecedented amongst other health centres.

Health care may never be more relevant than it is right now; the Foundation will continue to share messages of inspiration, hope and gratitude for all of you who are working tirelessly to protect our community.

Lastly, if you're not already following the Foundation on social media, now's the time. Please follow and share with your network. Let's share all the great things we're doing at Misericordia!



## Volunteers are the HE RT of Misericordia

Lynn Horton and Mirna Alberto,  
Volunteer Services Coordinators

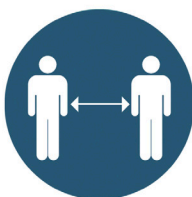
We are certainly missing our wonderful MHC volunteers. But at this time, we need to do what's best and that means having volunteers stay home. Thank you MHC volunteers for the time and energy you put in to help us provide compassionate care in all aspects of what we do. During National Volunteer Week, April 19-25 – and beyond – don't forget to thank the volunteers in your life!

**STAY INFORMED:**  
[COVID19Manitoba.ca](https://COVID19Manitoba.ca)

Social/physical distancing vs.  
self-isolating vs. self-quarantine?  
Learn more about these terms  
and important information right  
from the source of truth.

**COVID-19 IS HERE.**

**SOCIAL  
DISTANCING  
NOW**



Manitoba 

## PRESIDENT'S MESSAGE CONT'D...

I wish I could thank every single MHC staff member individually and personally – your teamwork and dedication is inspirational. You are the health-care heroes, working tirelessly on the front lines to serve others. I see firsthand the hard work and sacrifices you've made – from quickly finding child care to putting in overtime to lending your skills and shifting to other areas that need staffing.

The community at large recognizes that you, health-care professionals, are at the heart of the response to COVID-19. During one of the province's press conferences, Lanette Siragusa, Shared Health's Chief Nursing Officer, thanked Health Links – Info Santé profusely for their outstanding work "making every effort possible."

In addition, other organizations have donated food to our staff and been very generous to our Foundation.

On a related note, to recognize our amazing staff at MHC, we have been sharing COVID-19 staff profiles on our social media channels (@MisericordiaMB) as well as our website: [misericordia.mb.ca](https://misericordia.mb.ca). By sharing these profiles, our followers, the Misericordia family and the community at large, get an inside look at MHC staff on the front lines of the COVID-19. I truly believe that there is no better time than right now to show how we're living our Mission and continuing the legacy of the Misericordia Sisters – to serve with compassion of the heart for those in need.

We're all in this together for the foreseeable future. The future may be uncertain, but I'm certain that together we will work through anything that comes our way.

### Meet MHC's Senior Leadership Team (SLT)

We're continuing to share profiles of MHC's Senior Leadership Team in an effort to build connections. This month, you'll meet Kris Gladwell, Executive Director, MHC Foundation. In addition to her Foundation role, Kris is organizing and implementing entrance screening stations!

The SLT is here for you. Is there something our SLT can do to help you? All ideas are welcome. We appreciate all that you do and would like to help support you. We're all in this together.

Caroline DeKeyser  
[cdekeyser@misericordia.mb.ca](mailto:cdekeyser@misericordia.mb.ca)

"The more we are united,  
the more good we can do."

- Mother Rosalie Cadron-Jetté,  
founder of the Misericordia Sisters







## IT'S NEVER TOO LATE TO LEARN SOMETHING NEW!

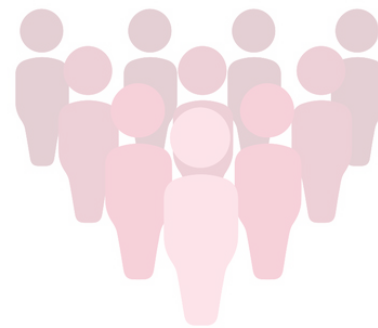
With COVID-19 visitor restrictions in place, it's more important than ever for those who call Misericordia home to be able to see their family and friends via video chat technology. Misericordia Place residents have been learning how to



use FaceTime to connect with their loved ones, including Nell (left), who is 104-years-old! The MHC Foundation is currently fundraising in support of the long-term care COVID-19 relief fund to help get as many iPads as possible for residents.

Read the news stories about Misericordia Place residents at

[misericordia.mb.ca/news/in-the-press/](https://www.misericordia.mb.ca/news/in-the-press/)



## STAFF PROFILE

Meet Kris Gladwell, Executive Director, MHC Foundation, Senior Leadership Team

Kris Gladwell joined the Misericordia family in February, as Executive Director of the Misericordia Health Centre Foundation. She brings more than 15 years of experience working in health-care development.

Kris' connection to Misericordia spans all the way to her first few days of life – she was born here at Misericordia.

Kris is excited to be part of the team and is very passionate about health-care philanthropy and has big plans for the Foundation.

While she was busy creating a strategic plan for the future of the Foundation, COVID-19 was declared a pandemic. As COVID-19 has evolved, Kris and the Foundation team have adjusted their normal duties and responsibilities to assist the health centre where they can during this time.

Kris is always ready to jump in and help where she can, she loves being right in the thick of it. She is honoured to be able to directly help the health centre during this time.

In her spare time, Kris enjoys watching sports – she's a big Minnesota Vikings fan. Kris also loves to stay active doing Pilates and walking her two favourite dogs, Brody and Bailey. She is all about having walking meetings, so the next time you need to check in with her, suggest a stroll!

## NICE COMMENTS

See what our followers and supporters are saying about MHC's amazing staff!



**Claudia Chernitsky**  
The best nurses docs and health workers ever 💖

1w Like Reply



**Tim Hortons**  
Thank you for all that you do, Misericordia Health Centre!

1w Love Reply



## HEALTH STORIES: COVID-19 staff profiles

The COVID-19 pandemic is changing our world, and Misericordia Health Centre staff are on the front lines.



"That's a powerful realization of COVID-19 – *we're all in this together*," says Joan Crabtree, lead spiritual-health provider.

"Nothing is normal. Everything is different," Dr. Mathen sums up the evolving COVID-19 situation at Misericordia, home to the provincial eye care centre of excellence.



"Nothing was really happening yet when we left, and then everything went bananas," said Jen Downie, occupational health nurse, who self-isolated after a family vacation to Florida.



"Better to have severe restrictions in place now so COVID-19 can be over sooner – rather than have a smouldering infection." - Dr. John Reda, CMO



"The supply chain is abuzz," says Robert Nyagudi, manager of supply chain and materiel management at Misericordia Health Centre on the COVID-19 situation.



Read all the staff profiles online at [misericordia.mb.ca/news/health-stories](https://misericordia.mb.ca/news/health-stories)

Have someone in mind for a staff profile?  
Send your suggestion to [info@misericordia.mb.ca](mailto:info@misericordia.mb.ca)



## NEW HIRES

More than 70 COVID-19 call screeners have been hired for Health Links-Info Santé.

Andrea Froese, RN II, PRIME

Baljot Kaur, HCA, LTC Float Pool

Megan Abs, Clinical Dietitian, Nutrition Services

Tayo Oyeleru, HCA, LTC Float Pool

Folayemi Yusuf, HCA, C6

Ellarie Kirton, HCA, C6

Genevieve Eke, HCA, LTC Float Pool

Oliver Carungay, HCA, MP3

Sweta Patel, HCA, C6/Float Pool

Simret Hailemichael, HCA, C6/Float Pool

Hubert Calderon, HCA, C2/Float Pool

Poonamdeep Uppal, HCA, MP2/Float Pool

Jenna Slobodzian, RN II, Health Links-Info Santé

Leslie Paget, HCA, MP2/Float Pool

Laurie Prince, ESA, Housekeeping

Ciara Day, Diet Aide, Food Services

Kazi Bashir, Patient Registrar, Patient Registration

Gurinder Dhillon, Power Engineer, Plant Services