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SEPTEMBER / OCTOBER 2024

LIFE @ MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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PRESIDENT'S MESSAGE: CAFETERIA RENOVATIONS



It's been a long time coming

COVID-19 – and the need to physically distance – unfortunately put a stop to many of our improvement plans.

I'm thrilled to share we are finalizing a contractor to significantly renovate our cafeteria area in phases. Gone will be the small doorway to enter the cafeteria from the Wolseley East lobby with the biggest change being the demolition of the wall between the seating area and Storm Café!

This will make the area much more accessible, brighter and customers will find it much easier to see Chef Mark in Storm Café.

Storm Café will have a new footprint that will complement the current café space to develop a more welcoming open-concept shared space for staff and the public alike: a community hub, if you will.

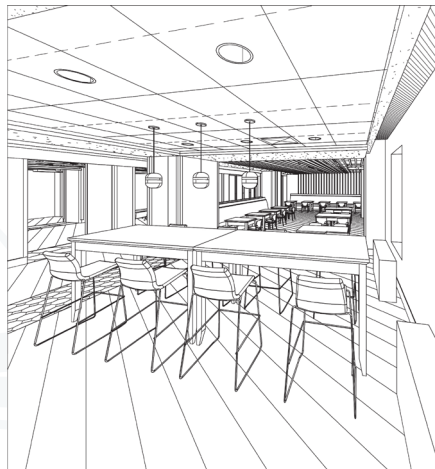
Storm Café will also be renovated and will be closed for a brief period to allow for the work to be completed.

The current seating area will be completely revamped: booth seating! Glass-walled conference room! Cozy tables and chairs! Enhanced colour schemes!

The renovation work will happen in phases so stay tuned. Happy to report the wall comes down first!

Yours sincerely,

Caroline DeKeyster
cdekeyster@misericordia.mb.ca



Artist rendition of the new dining area.

Your InVision InVite!

**Kris Gladwell, President & CEO
MHC Foundation**

We are so excited for our upcoming InVision Gala event designed to celebrate and support the Eye Care Centre of Excellence! This event, presented by the Eye Physicians & Surgeons of Manitoba (EPSOM), will be held on October 16 at the RBC Convention Centre and is sure to be a night to remember!

If you and/or any of your family members or friends are interested in volunteering at the event, we will happily accept the help! In exchange for a few hours of your time, you'll be treated to a meal and be given a small gift as a token of our appreciation. If you are interested in learning more, please contact the Foundation Office at 204.788.8458 or by email at mhcfoundation@misericordia.mb.ca

Also – everyone is welcome to participate in the exciting prize auction that always accompanies InVision! Simply visit mhcfinvision.com to bid on a dazzling array of prizes: from a Gimli getaway package to fine wines and so much more!

As always, thank you for everything you do and we hope to see you at InVision!

CLOTHING DONATIONS REQUESTED

Clothing donations requested

Did you know that there is a clothing depot at MHC? The Social Work and Volunteer Services departments have opened a small “boutique” for donations drop-off. They offer clothes, shoes, adaptive equipment (walkers, canes, bath seats), and household items (plates, cutlery, bedding). These items are for our clients in the Transitional Care Unit who are preparing for discharge.

If you are cleaning out your closets/cabinets and have some gently used items, our clients would greatly appreciate the help. As colder weather approaches, shoes, coats, and warm clothes are increasingly important. Please help keep our community warm and safe this winter.

Items can be dropped off in the Social Work Department, Room 259, tagged as “donation.”

Thanks for your help!



SHIFT PROJECT SEES SUCCESS AT MISERICORDIA PLACE

SHIFT: Supporting Health-care Improvement through Facilitation and Training

The SHIFT project at Misericordia Place is a quality improvement initiative to empower health-care aides (HCAs) to perform their duties



more effectively. It provides HCAs with the skills and confidence to implement changes that improve resident care, focusing on enhancing leadership abilities and encouraging collaboration with interdisciplinary teams.

With support from manager May Shultz, dedicated team members Ofelia Rivera, Rosemen Incognito, Eric John Sanchez and Genie Villarica, the project ran from November 2023 to July 2024. During that time they received ongoing coaching from quality advisor Cristie Perfes, who met with them regularly to teach them about quality improvement

collaborative techniques.

The team’s main focus was improving responsive behaviour management, which reduces residents' negative reactions by enhancing their social interactions. This helps diminish feelings of isolation and loneliness. Their goal was to reduce responsive behaviours by 75 per cent by July 2024, a target they surpassed. Our HCAs continue to utilize skills and techniques learned through SHIFT and hope to share successful strategies across other departments to improve resident care and quality of life.

MEET THIS YEAR'S MHC YOUTH SCHOLARSHIP RECIPIENT

Nikhil's journey began as an entry ambassador, welcoming patients and visitors to the health centre. Over time, he transitioned into his current role as a sales associate in the gift shop. His volunteer journey has not only introduced him to various aspects of health care but has provided him with certainty in his career aspirations to become a dentist.

Receiving the youth scholarship has been a pivotal moment for Nikhil, enabling him to take meaningful steps toward his future while positively impacting his community. His dedication and enthusiasm continue to inspire others.



MP UNANNOUNCED STANDARD REVIEW A SUCCESS

On June 4, Misericordia Place received an unannounced visit from the Province of Manitoba, including three provincial officials and one from the Winnipeg Regional Health Authority. They spent the day reviewing charts, interacting with staff and residents, and collecting family feedback. By July 15 the report was in, highlighting overall positive performance with no required corrections—a first for us, thanks to our dedicated staff.



The visit did note areas for improvement: enhancing the dining experience, reducing noise during residents' rest times, organizing charts better and offering more varied weekend recreation. Many of these issues were already on our radar and we're actively working with our teams and partners to address them. Additionally, we're expanding staff training to focus on residents' strengths to improve their quality of life.

The full report is available on our website's MP page. A huge thank you to our team for their hard work and we welcome any further feedback!

DO YOU HAVE YOUR ONE GREAT CITY LOTTERY TICKET?

The jackpot is growing – it is now more than \$300K!
onegreatlottery.ca/?olc=MHCF

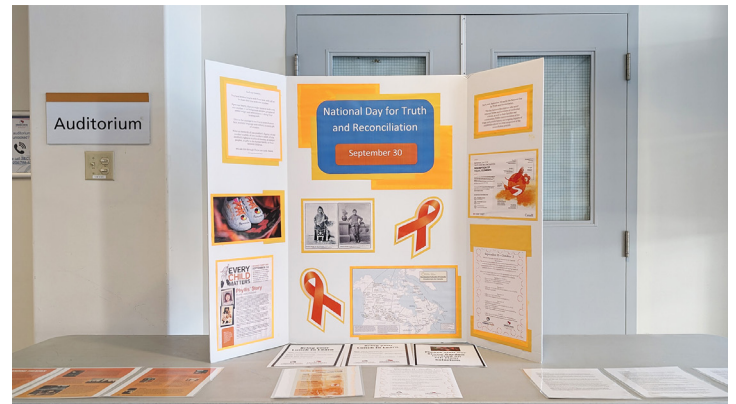


TRUTH AND RECONCILIATION

September 30 marked the National Day for Truth and Reconciliation, a time to reflect on the children lost to residential schools and to honour the Survivors, along with their families and communities. This day serves as an important reminder of the painful history and lasting consequences of residential schools and is an essential part of the reconciliation journey.

During September, we provided opportunities for support staff and volunteers to continue down their path of reconciliation through Lunch & Learns, smudges led by Indigenous Health and educational displays.

Our next Lunch & Learns will be held in the MHC auditorium on October 30 and November 27 from 12-1 p.m. The 7 Sacred Teachings continue with the Honesty Sabe and the Wisdom Beaver.



OCTOBER 7-11 IS SONOGRAPHY WEEK

Sonography Week is an opportunity to celebrate the profession and the important role sonographers play in delivering quality health care to Canadians. This year's Sonography Canada theme is "10 Years Strong: Honouring Excellence in Sonography."

The MHC employs five sonographers who work within the Diagnostic Imaging Department. The volume of work they do in a month equates to more than 800 ultrasounds exams a month. They are a vital part of the health-care team and their hard work is truly appreciated.



NEW HIRES

Allana Beavis, Physiotherapist,
Rehab Services

Ama Apea Bah,
Supervised Internationally
Educated Nurse (SIEN), C2

Apphle Gomez,
Rehabilitation Assistant,
Physiotherapy

Christian Angelo Hernandez,
RN II, Health Links-Info Santé

Franzene Medina,
Undergraduate Nurse
Employee, C6/Float Pool

Gurdeep Kaur, HCA, MP2

Harsimran Kaur,
Steno II, Sleep Disorder Centre

Holly Durawa, Corporate
Administrative Assistant,
Nursing Administration

Jaime Baptiste,
RN II, PHCC After Hours

Kathlyn Alexander, HCA, MP
Float Pool

Kelly Kalynuk, RN II, Health
Links-Info Santé

Kim Tamargo, RN II, C5

Louis Villanueva, Diet Aide,
Food Services

Lovely Tanada, RN II,
Ophthalmology Clinic

Megan Kis, Manager, Food
Services

Michael Gabriel Go, HCA,
MP2

Mitiku Tullu, ESA,
Housekeeping

Mona Ajal Loueian, Grad RN,
C5

Neil Bryan Hipolito, RN II,
Health Links-Info Santé

Ronald Balboa, Respiratory
Therapist, Sleep Disorder
Centre

Rupanpreet Kaur, RN II, MP
Float Pool

Yel Ganancial, RN II, C6

RETIREES

None



CHIP, CHIP, HOORAY!

It was a great day this summer at the employee garden promoting social wellness for staff! Big thank you to Old Dutch Chips for their generous donation and the Wellness Committee for organizing the event!

MISERICORDIA TERRACE ANNIVERSARY

Misericordia Terrace celebrated its 1-year Anniversary on Friday, August 23. Executive Chef Mike treated the residents and guests to a Mexican Fiesta dinner, which was followed by traditional Mexican music and dance. Entertainment was provided by the Latin Roots Dance group that had recently performed at Folklorama.



Name: Gabrielle, but you can call me Gabe

Role: Registered Nurse with the PRIME Program

Years at MIS: One year

Years in your Profession: 10 years! I've done a little bit of everything: Acute Care at St. B, LTC and Geri Rehab at DLC. Working for the Canadian Red Cross during COVID and doing a Master's of Nursing program in Montreal!

Why did you Join CISM?

I know how challenging it can be to deal with workplace stress and I haven't always had good support when dealing with it. I want to be part of the solution and build safe places for staff, especially new nurses, to debrief and discuss the challenges and stressors that come with working in health care.

What do you do to relieve stress? Anything active; walking, biking, running and most recently rock climbing – it's a great way to be physically, cognitively and socially active! And hanging out with all the little people in my life, my nieces, nephews and friends' kiddos brings so much joy.