

OCTOBER/NOVEMBER 2022

Life @MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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PRESIDENT'S MESSAGE: YOU'VE BEEN MISSIONED!



At Misericordia Health Centre, we are strengthened by the spirit and the legacy of our founding Misericordia Sisters.

Providing compassionate, patient-centred quality care is at the heart of all we do, and *how* we provide this care is equally important. Our intentionality around values-based care translates into this *how*, and truly makes a difference.

I appreciate our staff, volunteers and physicians living the Misericordia Sisters' motto: *Compassion of the Heart for Those in Need*.

Mission Committee

I would like to thank our Mission Committee for their dedication and attention to planning inspiring Mission events throughout the year, in addition to our annual Mission Day on January 27.

This year the committee is focusing their "You've Been Missioned" department visits (with treats!) on discussion of the Misericordia Sisters' five core values:

Compassion – Considering how another is feeling

Being injured, being ill or experiencing a life event such as the death of a loved one can be very overwhelming. MHC staff consider what it might be like for our residents, patients, family and friends. We ask questions so we understand other perspectives and experiences and we do everything we can to find answers.

Mutuality – Everyone has a contribution to make

Each and every person in the Misericordia Family can impact a patient or resident's experience. From providing healthy meals to keeping rooms clean, from bedside care to establishing a treatment plan, we use our resources to the best of our ability to care for our residents and patients.

Non-Violence – Honouring another's physical, emotional and spiritual space

Misericordia staff is committed to treating everyone with respect and dignity. That means we explain what we're going to do before we do it. We want our residents and patients to feel confident in telling us how they are feeling at all times.

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The International Misericordia Family Lighthouse, which lights the way for providing care with compassion of the heart for those in need.

CALLING ALL ANGELS!

Kris Gladwell, President & CEO
MHC Foundation

Rejoice! Our beloved Angel Squad campaign will kick off once again this year on Tuesday, November 29! We can share that this year's event will look largely similar to last year's and we hope you can join us in some of the festivities.



This year we will be running our annual Charities Campaign in conjunction with Angel Squad. We are pleased to announce that we will be offering multiple options for staff to win great prizes, all with the added benefit of supporting MHC through the Angel Squad campaign. MHC staff can purchase online tickets for a 50/50 draw and prize raffles from November 29 – December 13. We can't wait for some lucky winners to kick off the holiday season with a little extra cheer!

And because we need a few volunteers to don wings and halos on November 29 to kick off Angel Squad, we are offering staff who volunteer their time free tickets for the prize raffle! The number of volunteers we can accept will be limited, but we truly look forward to seeing some of your smiling faces lined up on the bridge once again! For more information on what would be asked of you, please contact Lindsay Grieve at lgrieve@misericordia.mb.ca or by phone at 204.788.8465.

More information about the Angel Squad and Charities Campaign collab will be released in the coming weeks. Please keep an eye out for posters around MHC, as well as details in your email inbox!

As always, thank you for everything you do!

Hospitality – Treat others the way you would want to be treated

We want everyone to feel welcome while they're with us. Sometimes the simplest thing – being greeted or having a sense of routine – can empower someone when they feel their most powerless.

Companioning – We are not alone

To read the description of the values in their entirety, please visit the Misericordia Sisters' Values web page.



Caroline DeKeyster, cdekeyster@misericordia.mb.ca

MISSION COMMITTEE

- Jennifer K. Co-Chair – Recreation/Spiritual Health
- Tara K. Co-Chair – Misericordia Place/PRIME
- Angela J R. – PRIME
- Chris P. – Plant Services
- Kelly H. – Recreation
- Lita L-S. – PHCC
- Mirajoy V. – Resident Food Services
- Miriam S. – Spiritual Health
- Raoul V. – Acute Care
- Sandy D. – Spiritual Health



Hugh Chan, director of acute care programs, and Christine Bonatsos, director of human resources, spread the news about MHC at the Nursing Students' Association career fair at the University of Manitoba.



It's so exciting to watch the skywalk that will span Wolseley Avenue to connect Misericordia Terrace with our main health-care campus be lifted into place! Misericordia Terrace—our affordable 97-unit assisted living centre—is set to open next year. Learn more about it at misericordiaterrace.ca



October 18 was Health Care Support Worker's Day! We are so grateful and proud of all health-care support workers, including our 1,000+ strong #MHCfamily of dedicated professionals, who provide quality care to Manitobans every day. Thank you to these incredible humans who are here for all of us (pictured: a few incredible humans at Misericordia Place).

ATTENTION!

MASK ON

Please take a medical mask and wear it during your time here.



You can help prevent the spread of respiratory viruses.

COVID-19 TREATMENT AT MHC

The Community IV Program (CIVP) at Misericordia has been breaking new ground over the past couple of months.

In August, the program welcomed Anna Mazur as its new team manager, and then just two weeks later began administering antiviral treatments to COVID-19-positive patients—treatments that had been previously performed at the Access Winnipeg West Primary Care Clinic.

“It was challenging at first,” says Mazur, who began at CIVP as the Nursing Resource Coordinator last May before starting her new role.

“Delivering the antiviral treatment is a very new process and an additional workload for everyone on our team—but we’re doing well.”

CIVP arrived at Misericordia in 2017 to treat various diseases with intravenous



Anna Mazur

antibiotics. The multi-disciplinary team includes infectious disease physicians, nurses and pharmacists delivering medicine and providing wound care. They treat about 120 patients on site and in the community each day, seven days a week. Mazur says her team includes 75 nurses, along with

administration staff to keep the program running smoothly.

The new Remdesivir antiviral treatments are being given to about six COVID-19-positive patients daily at the CIVP site and in personal care homes. Patients must be referred by a doctor and meet eligibility criteria, which can include being immunocompromised or unvaccinated.

The antiviral treatments required a dedicated room and approved operating procedures to ensure safety and infection control to protect patients and staff. It was a challenging rollout, as Mazur says, but thus far the program has been delivered safely—thanks to the CIVP team.

“Our team showed a lot of strength and agility...they’re a great bunch and they’re working really hard and I’m really proud of everyone.”

CULTURAL SAFETY FOUND WITHIN

Cultural safety is a life-long journey of learning, says Faye Tardiff, education and training coordinator at Indigenous Health—becoming aware of our own culturally influenced beliefs and biases and taking that awareness forward.

“It’s not a condemnation. We are human beings, and if you are breathing, you carry bias,” Tardiff told a lunch-and-learn crowd at MHC ahead of September’s National Day for Truth and Reconciliation.

The cultural safety journey of learning begins with cultural humility.

“The humble acknowledgement of oneself as a learner when it comes to understanding another person’s experience—that’s the essence of cultural humility,” Tardiff said.

There is something to learn from every interaction. Looking within ourselves to consider our biases and worldview will help us see if they are impacting our interactions with others.

“What are my underlying assumptions here about this person, and how is this going to influence my work? If I’m talking about an Indigenous client, in what ways could a visit to a hospital be seen as frightening or threatening to them?”

She says active listening is especially helpful in bridging health service gaps—ask your client to explain what they believe is happening and what might help them or hinder their recovery, then share your



Faye Tardiff and Jeremy Morin of Indigenous Health

perception of what’s happening and how it can be managed.

“And when you ask for feedback—if you take away nothing else take away this—don’t ask, ‘do you have any questions?’ because you will get silence. Don’t ask, ‘do you understand?’ because you will get ‘yes,’ especially if you’re talking to folks from a trauma background. Instead, make them show you what you’ve shown them or repeat what you’ve told them. That’s how you check understanding.”

Understanding history and background also helps with cultural awareness, Tardiff said, and health-care professionals can take responsibility for their own learning with resources like the Manitoba Indigenous Cultural Safety Training and other courses available on the Learning Management System.

INDIGENOUS HEALTH: HERE TO HELP

Jeremy Morin, workforce development coordinator at Indigenous Health (IH), visited several areas of MHC in September to speak to staff about IH patient services.

Morin explained that IH offers many supports for Indigenous patients that health-care professionals can reach out for, including language support, resource connection, spiritual and cultural care, discharge planning and advocacy. Morin said requests for support can be very general, meaning consenting patients can be referred even if they’re not sure what they need. Jennifer Klos, MHC manager of spiritual health and therapeutic

services, said that was good to hear.

“Even if you don’t know what the support looks like right now, someone from Indigenous Health will come down to meet with the client to see how they can support them—it comes from a conversation between IH and the client,” said Klos.

Morin said health-care staff can call IH at 204-940-8880 or reach them by email at indigenoushealth@wrha.mb.ca. Typically, an IH resource worker will get in touch with a referred patient or requesting staff member within 24 to 48 hours. Patients do not need to be residents, but IH would need to know ahead of time when the person is expected to be present for their appointment or surgery.

NEW HIRES

15-MINUTE PARKING IN SHERBROOK LOOP



As a convenience for people driving patients, and to help keep our 99 Cornish entrance/ fire lane clear, we have dedicated a section in the Sherbrook loop as a free 15-minute patient drop-off/pick-up area. The area, which includes several parking spots, is located along the Sherbrook Street side of the metered parking area. Please remind all visitors the area outside our 99 Cornish Avenue entrance is a designated City of Winnipeg fire lane where no parking or waiting for patients is permitted anytime.

MISERICORDIA'S HELPFUL COMMUNITY



MEET JASON!

Jason Hamade has gotten a reputation as a stylish dresser in MHC halls, where he has been an information technology professional since 1989.

He says becoming a fashionista was a normal response to the many unsolicited compliments he has received over the years, and today his wife wants to know why he has so many shoes (answer: colour coordination).

Three decades ago, Jason was donning a suit and tie and writing code for a mainframe computer. Today, he is more likely to be sporting matching sweater and sneakers and be hailed in the hallway by someone desperate for a font or a working keyboard.



RETIREEES

Carrie Maharajh, Clinical Dietitian, Clinical Nutrition

Jayne Nixon, Recreation Facilitator, Recreation Services

Lorie Derado, LPN, MP2

Manuel Yambao, ESA, Housekeeping

Minda Medina, HCA, MP2