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# LIFE @ MIZ

A NEWSLETTER FOR MHC STAFF, PHYSICIANS & VOLUNTEERS

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## PRESIDENT'S MESSAGE: YOUR FEEDBACK INFORMS OUR FUTURE



The Employee Opinion Survey (EOS) is a chance for you to let us know how we can continue to do better. How you feel about work makes a difference to our residents, patients, and clients – and it makes a difference to us, too.

Historically, we've had great participation rates including surpassing the WRHA participation benchmark and even had some of the highest levels of engagement in Winnipeg compared to similar facilities. This is a trend we would love to see continue!

Please take the time to fill out your EOS between November 4 and November 30. You should have received an email link from Metrics@Work in your inbox to participate and QR codes are available to scan on posters throughout MHC. The questionnaire will take about 20 minutes to finish and can be completed during work time – your manager can help you find a time that's convenient.

The survey relates to your work experience, culture and policies at MHC. Completing this survey is an investment in your future and contributes to a positive workplace for yourself and your team. Your participation and feedback are completely anonymous and confidential.

**Gift-card-mania!** Your participation will also earn you a ballot which gives you a chance to win a \$25, \$50 or \$100 gift card from various vendors including Amazon, grocery stores and restaurants. Of course, healthy competition between departments is encouraged!

If you require help filling out the survey, please ask your manager. The results from the opinion survey will be shared with staff as soon as they are available.

Yours sincerely,

Caroline DeKeyster  
cdekeyster@misericordia.mb.ca



## ANGEL SQUAD RETURNS

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

Rejoice! Our beloved Angel Squad campaign will kick off this year on Tuesday, December 3 and we hope you can join us in some of the festivities!



This year we will be once again running our annual Charities Campaign in conjunction with Angel Squad. We are pleased to announce that we will be offering an opportunity 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 prize raffle draw from December 3 to December 17. We can't wait for some lucky winners to kick off the holiday season with a little extra cheer!

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And because we need volunteers to don wings and halos on December 3 to kick off Angel Squad, we are offering staff who volunteer their time free tickets for the prize raffle! 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 the Foundation office at [mhcfoundation@misericordia.mb.ca](mailto:mhcfoundation@misericordia.mb.ca) or by phone at 204.788.8458.

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!

## NIGHT STAFF WELLNESS WINNERS

The winners of September's Wellness contest celebrating night staff are Bernard DeMatta from the Sleep Disorder Centre and Marlyn Duval from TCU C5. Bernard and Marlyn have each won two months of paid membership to MizFits, our MHC staff gym!

Thank you to all who participated, and thank you again to all night staff from your MHC Wellness Committee!



## HEALTH INFORMATION PROFESSIONALS WEEK

This past month we celebrated our second annual HIP (Health Information Professionals) Week!

These are the people who ensure that our health information stays accurate, accessible, and relevant. They are an integral part of delivering quality health care. Thank you for all the hard work you do at Misericordia and across the province.



## HEALTH LINKS – INFO SANTÉ CELEBRATES 30 YEARS

Thirty years ago, Health Links – Info Santé was launched with one nurse responding to patients' voicemails every afternoon: Canada's first nurse-based triage system.

Today, Health Links – Info Santé operates in real time 24 hours a day, 365 days a year, responding to thousands of calls across the province and play a crucial role in clinical support, improving access and flow in the health-care system.



"Health Links – Info Santé is frequently the first point of contact with a nurse in the health system," said Caroline DeKeyster, MHC President and CEO. "Our nurses provide immediate care and are the pulse of the community, helping identify current public health issues and are able to answer calls intentionally, whether a primary health question or a crisis."

To commemorate this important milestone, Lonnie and her team hosted a 30th anniversary celebration in their conference room here at

MHC. They brought their floor to life with an HL-IS history wall, HL-IS branded cookies and 30th anniversary-themed decorations. The event was a success, earning media coverage and WRHA President, Mike Nader, as a guest speaker.

"Health Links – Info Santé is an essential part of our health-care system," said Mike Nader. "The dedicated staff of this service offer critical health guidance, often helping people avoid unnecessary visits to our busy emergency departments. This milestone for Health Links – Info Santé is truly significant and I want to extend my gratitude and congratulations to all the staff who, over the years, have provided care to so many Manitobans."



We know we'll see this program continue to grow and make an impact in the lives of Manitobans across the province. Congratulations to the Health Links – Info Santé team.



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## TAKE OUR KIDS TO WORK DAY

We had a great group of Take Our Kids to Work Day students this year! It's an annual event that offers Grade 9 students a unique opportunity to explore our workplace and learn about the diverse career paths in health care.

It's always exciting to inspire young minds – some of these students may very well be the future faces of MHC!

## NEW HIRES

**A. Bryner Danan, HCA, C5/  
FLOAT POOL**

**Abenet Birru, ESA,  
Housekeeping**

**Annabel Rivera, Diet Aide,  
Food Services**

**Gethsemane Pineda, RN II,  
MP Float Pool**

**Hamdi Mohamud Ismail,  
Patient Registrar, Patient  
Registration**

**Iryna Ryzhko, ESA,  
Housekeeping**

**Janetta Wu, Respiratory  
Therapist, Sleep Disorder  
Centre**

**Jamal Khan, Diet Aide, Food  
Services**

**Kahsay Tsadik, ESA,  
Housekeeping**

**Kristine Mangaoil,  
HCA, MP3**

**Ma Kristianne Arce, RN II,  
MP3**

**Mariana Schisler,  
ESA, Housekeeping**

**Nanette Zettler, Dietitian,  
Clinical Nutrition**

**Ngoc Que Anh Nguyen, ESA,  
Housekeeping**

**Princess Lucas, HCA, MP2**

**Providence "Lea" Perez,  
HCA, MP Float Pool**

**Sherrie House, RN II, PACU/  
DS/POAC**

**Sireen Khan, ESA,  
Housekeeping**

**Sydonne Bryan, Social  
Worker, Social Work**

**Whitney Smith, Rehabilitation  
Assistant, Rehab Services**

**Yael Gelfman, Facility Patient  
Care Manager, Nursing  
Administration**

**Yafet Btsueamlak, ESA,  
Housekeeping**



## ALLIED HEALTH WEEK EVENT

Allied Health Week is November 4-8. Here's Misericordia's long-term care allied health team celebrating with lunch, education and team building activities. Shout out and thank you to the nearly 8,000 allied health professionals from more than 70 disciplines in Manitoba!

## KEEPING OUR HANDS CLEAN

This October was the 28th annual Bug Day. Our infection control support associate, Ryan, was surprised by his team with this bugged-out cake.

Prevention & Control professional, Natalie, oversaw a full day of educational 15-minute videos shown for staff in our auditorium.

Remember to clean your hands regularly throughout the day.



## SPIRITUAL HEALTH HABITS

Spiritual health practitioners provide support to all people. Developing good spiritual health habits can help us slow down in our busy day-to-day lives, allowing us to experience more moments of mindfulness.

Our "Mindful Moments" sessions happen every Friday at noon and are open to all staff! We meet on the 7th floor solarium next to the rooftop garden.