



MISERICORDIA
Health Centre
The future of care

August 13, 2020

Hello everyone,

Misericordia Place visitation updates

I hope this letter finds you well and you're enjoying the cooler August mornings. Manitoba summers are nothing short of magical – savour every last bit that you can!

Visits

There have been some changes to visitation as directed by Shared Health. A distinction has been made between visitors who are partners in the residents' care versus those who are visiting for more social reasons:

- **Designated family caregiver** - a person that the resident or decision maker identifies as their caregiver. As an essential partner alongside the residents' care team, these individuals actively and regularly participate in providing care and may support with feeding, personal hygiene, assistance in decision-making and more.
- **General visitors** - family and friends who visit for social reasons.

If we have not been in touch with you already, please call program assistant Dave Ross at 204-788-8440 to register your designated family caregiver.

Those who are identified as a **designated family caregiver** are no longer required to make an appointment for in-room visits. Designated family caregivers may be in common areas of the unit/facility but must maintain physical distancing from other residents. Please pick up your "designated visitor" badge at the reception desk.

Scheduling outdoor and main floor indoor visits is still required for both designated family caregivers and general visitors. **To schedule a visit, please call 204 788-8440 Monday - Friday, 8 a.m. - 4 p.m.**

What remains in place: the need to wash your hands frequently and to wear a mask. Please do not visit while experiencing any flu-like symptoms.

Visitor screening

All visitors, including general visitors, no longer need to be screened at the overpass between the hours of 10 a.m. and 6 p.m. as screening will take place at Misericordia Place. During these hours, please use the parkade entrance at 25 Sherbrook Street or the entrance off the parking lot by Wolseley. Outside of standard visiting hours, please continue to go to the overpass for screening.

I'm happy about these changes and I hope this is the process that will take us through into flu season. It's very important that we work together to continue to provide quality care and follow the proper protocols to keep residents, staff and visitors safe.

NEW: social passes

Social passes are for outings with the resident that are not considered essential health services. Although these outings are not encouraged, we have developed the following parameters based on directives from Shared Health. We are suggesting these can occur up to twice a week for two hours each, both resident and support person(s) must wear a mask, if in a vehicle travel with the windows open when able, keep physical distancing from the general public and practice strict hand hygiene.

Outdoor visits

Outdoor visits remain as the preferred option. We continue to offer them with up to four visitors at a time. Wearing a mask is encouraged.

Indoor visits (main floor)

When outdoor visits are not possible, we will continue to have two indoor spaces available on the main floor.

As the COVID-19 situation evolves, so will visitation guidelines at Misericordia Place. We appreciate your cooperation and understanding.

Manitoba Health Standards Review

Manitoba Health Standards visits are regular checks at personal care homes, including Misericordia Place, to ensure standards are maintained and required changes have been implemented. We are accustomed to these visits every two years. However, our bi-annual visit was canceled in the spring due to the pandemic and instead took place on August 5.



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Our Standards visit was conducted by touring the facility and the gardens, reviewing residents' charts as well as speaking directly to staff, residents and family members. Fire protocols and Resident Council minutes were also reviewed. We provided information on how our recreation, spiritual health, laundry services and housekeeping services have changed during the pandemic. Additional information was provided about staff education on protocols in place due to COVID-19, and how we have worked with residents' family and friends during this time.

A formal report will be published in the next 60 days and posted on our website. Our initial high-level feedback from the Manitoba Health Standards visit was positive. Our environment was clean and well kept, however new furniture and curtains in some areas were suggested. We currently have a plan to update these furnishings.

We have not been asked to make any changes to the care we are providing and positive comments were received about Misericordia Place's staff and management team. We are thankful for the families, residents and staff who agreed to be interviewed during this visit.

As always, please let me know if you have any questions or if I can help with anything: feedback is appreciated.

Yours sincerely,



Jennifer Taylor, Director, Long-Term Care
204-788-8451
jtaylor@misericordia.mb.ca