



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

October 30, 2020

Hello everyone,

I'm Caroline DeKeyster, Misericordia's President & CEO.

I wanted to reach out personally and let you know I'm thinking of all of you and acknowledge the sadness and anxiety, understandably, that accompanies an outbreak being declared at MP1.

This was my worst fear since the outset of the pandemic: an outbreak at Misericordia Place.

I'm sorry this is happening.

I want you to know we were as prepared as we possibly could be for this event. We were vigilant in our visitor and staff screening and continuously audited our staff use of proper personal protective equipment and hand hygiene. We also had held "mock" positive cases and practiced our response to quickly contain the virus in the event of a positive case.

As soon as we had residents present with influenza-like illness symptoms, they were immediately put on isolation precautions and we enacted all the necessary actions to prevent any further spread of the virus.

All necessary Infection, Prevention and Control precautions are in place and continuously audited with both internal and regional oversight.

### **Taking care of your loved ones**

I know it's stressful you can't be here personally to support your loved ones.

Please know residents are screened at least twice daily for symptoms. Our MP physicians – Dr. Jain, Dr. Shaw and Nurse Practitioner Preetha Krishnan – are being supported by our Chief Medical Officer, Dr. John Reda, who has also been personally caring for affected residents.

I know you have been reading much in the media about COVID-19 at personal care homes. Please know Misericordia Place is not experiencing staffing or PPE shortages.

## Level **RED**: **CRITICAL**

We have just learned that on Monday, Winnipeg will move to pandemic response level **RED CRITICAL**, a level that is defined as “community spread of COVID-19 is not contained and/or there are significant strains on our health-care system.

The province of [Manitoba’s COVID-19 webpages](#) are the best place to keep up-to-date with the most accurate, current information about the virus.

In light of this move to red, the highest level, please understand we can’t re-consider allowing designated family caregivers on site at this time. We know this is difficult for everyone.

We do have a myriad of ways for families to stay in touch: phone calls, emails, and more. [Read here for all ways to keep connected.](#)

## Recognizing our MP team

Lastly, I want to recognize Jennifer Taylor, our Director of Long-Term Care, and the entire Misericordia Place team for their professionalism, dedication and exceptional compassion throughout this outbreak.

Your family is part of our Misericordia Family. This outbreak has been very distressing to our staff as well. Many have been working overtime and volunteering during off hours.

I know Jennifer, the resident care managers, social workers and others have been keeping in close touch with you with information about the outbreak. We want to be as transparent with you as possible.

Please feel free to reach out to me as well.

Yours sincerely,



Caroline DeKeyster, President & CEO

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