



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

# Laundry Services

**Our goal is to provide the best laundry service possible for residents.**

At Misericordia, we want to help residents and their families understand how our laundry system works, the services we offer, and some of the realities and challenges we share.

## **Laundry challenges:**

Our commercial laundry equipment is designed to process hundreds of articles of clothing each day, meeting the highest quality guidelines. Unfortunately, sometimes the laundry process may damage fabrics such as natural wool or silk.



Sometimes clean clothing can be delivered to the wrong floor or storage area because residents change rooms and new information has not yet been processed to reflect the change, or because residents have the same last name. We will do our best to get the clothes back to their owners as soon as we can.

Sometimes clothing may get put into the wrong receptacles and accidentally sent to the main WRHA Laundry Operations where our linens are processed. Properly labelled clothing will be returned to us by the WRHA.

Our facility is home to many people, some who live with dementia. Behaviour changes may include forgetfulness and confusion - this means residents may accidentally remove clothing from other residents' rooms, pick clothing off carts in halls or even hide clothing. Our staff do their best to prevent clothing from becoming lost.

## **Lost and damaged clothing: Why it happens and what to do about it:**

Living in a long-term care home brings its own set of rewards and challenges. One of our challenges is the perpetual problem of lost and damaged clothing. This is frustrating for residents, families and staff alike.

We take pride in working with residents and families to resolve any laundry challenges that arise. We are committed to finding solutions that work for you and our residents.

### **It is our long-term care staff's responsibility to:**

- Apply labels to residents' clothing in a timely and effective manner.
- Communicate with families any time there is a problem with our laundry service.
- Remind families about some of the laundry and clothing concerns at gift-giving occasions.
- Work with everyone concerned to find the most appropriate items of clothing, or to resolve issues regarding damaged clothing.
- Maintain a lost & found service in our laundry operations for unclaimed items of clothing.
- Attend and participate in training sessions on laundry and labelling procedures.



## What You Can Do?

### Suggestions for families to minimize lost or damaged clothing:

- Provide clothing to the facility for labelling before the resident is admitted, if possible. Even small items such as underwear and socks require labelling too. Please leave the clothing at the Unit Nursing Station in a bag with the resident's name on it and we will ensure it is properly processed.
- Check clothing frequently and advise if labels need to be re-applied or if clothing is damaged.
- If clothes are missing, please check with the unit manager. There are two streams for laundry at Misericordia: one is for our residents' clothing here at MHC and the other is for linens at the main WHRA Laundry Operations. Our internal laundry service offers same-day service. If an item is accidentally shipped to the main WRHA laundry, then it will be returned within two weeks.
- When you bring a gift of clothes or a change of season clothes, please give them to the Unit Nursing Station for laundry labelling after sharing with the resident; **please do not leave unlabelled clothing in the resident's room.**
- Make sure the resident has an adequate supply of clothing, particularly for those residents who may have incontinence. A general guideline is one outfit for each day of the week (seven of each item). Please replace clothing as it wears out.
- Avoid clothing with washing instructions such as: hang flat to dry, gentle cycle, cold water only, dry clean or hand wash only. Also avoid clothing made of natural wool, phentex wool, rayon, silk, 100 per cent cotton and 100 per cent acrylic. Please refer to our *Buying Clothes for Long-Term Residents* helpsheet to find out which types of clothes are easiest to launder.

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- Sometimes labels fall off clothing. If this happens, please take the item to the Nursing Station.
- Keep a list of belongings and update it regularly. You may want to attach the list inside the closet door where visitors can easily review it.
- Closets are often small and it is difficult to find things if they contain a full year's supply of clothing: please try and keep only enough clothes for the current season in the closet.
- Clean out the resident's closet from time to time and remove unused or worn clothing.
- Sometimes family members and staff search in vain for a particular item of clothing that another family member - with best intentions - has temporarily taken home; please keep other family members informed of what is taken away or brought into the facility.



**We care what you think - your questions and feedback are important to us!**

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