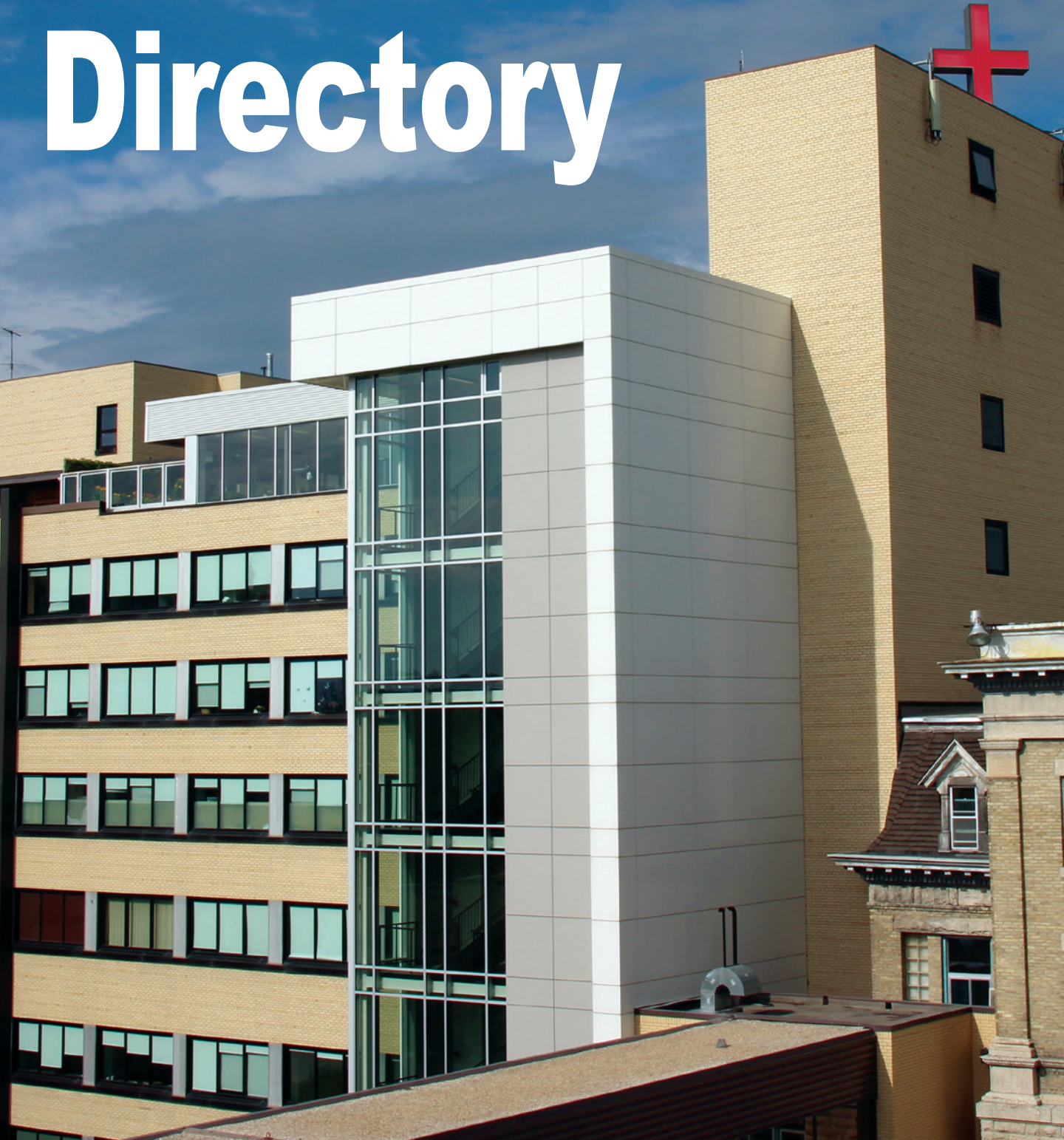


UPDATED OCTOBER 2020

Misericordia Health Centre Directory



MISERICORDIA
Health · Centre
The future of care



@MisericordiaMB
Misericordia.mb.ca



Welcome to Misericordia Health Centre

Misericordia Health Centre is a vital part of our community, providing quality faith-based care since 1898 – ever evolving and adapting to meet the health-care needs of Manitobans.

Today, Misericordia is a leader in delivering highly-specialized programs with compassion, innovation and excellence - always looking to the *Future of Care* with a focus on healthy aging.

This leadership offers programs unique within the province: the Eye Care Centre of Excellence, Health Links – Info Santé and the Sleep Disorder Centre.

Our dynamic Eye Care Centre of Excellence, which includes the University of Manitoba Ophthalmology Residency Program, is renowned as the largest comprehensive surgical and treatment centre in Western Canada. MHC is open 24/7 for patients experiencing urgent eye issues.

Health Links – Info Santé, the first bilingual phone-based nursing system in Canada, operates 24/7, 365 days of the year providing health triage, assessment and care advice. Health Links – Info Santé has certainly been at the heart of the response to the COVID-19 pandemic, screening Manitobans and providing test results.

And our sleep specialist physicians? They're helping Manitobans sleep better.

MHC also has exciting developments on the horizon, including the expansion

of our continuum of care to include the Misericordia Assisted Living Centre: a 10-storey housing complex for older adults. Misericordia is always focused on meeting the needs of the community, and affordable housing is much needed.

In everything we do at MHC, we do it with our core values at the forefront: caring, respect and trust. Our approach to care is inspired by our Founders, the Sisters of Misericordia and our staff takes pride in living our Mission through the Sisters' Values.

Misericordia Health Centre is an accredited non-profit organization governed by a volunteer Board of Directors and affiliated with the Archdiocese of Winnipeg. Our directors use their collective expertise to translate the motto of the Misericordia Sisters - *compassion of the heart for those in need* - into advocacy for the health-care needs of the communities we serve.

We welcome your feedback about your care at Misericordia Health Centre and appreciate you sharing compliments and concerns. Please let us know how we are doing by filling out our “*We Care What You Think*” survey, located at prominent spots throughout MHC or online at [misericordia.mb.ca/we-care-what-you-think](https://www.misericordia.mb.ca/we-care-what-you-think).

Caroline DeKeyster
President and CEO

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Please note:

Information presented in the directory is subject to change.

Misericordia Health Centre

99 Cornish Avenue • Winnipeg, MB R3C 1A2

204-774-6581

Misericordia.mb.ca • @MisericordiaMB



MISERICORDIA
Health • Centre
The future of care

Vision

Misericordia Health Centre is a leader in healthy aging through compassion, innovation and excellence.

Mission

Misericordia Health Centre is a leading provider of specialized and long-term care programs designed to meet the needs of the aging population in accordance with the Catholic tradition of ethical and spiritual values through the legacy of the Misericordia Sisters. We serve Manitobans through programs unique to Misericordia: Eye Care Centre of Excellence, Provincial Health Contact Centre and Sleep Disorder Centre.

Values

Caring • Respect • Trust



Living our Mission through the Misericordia Sisters' Values

Health care that incorporates faith-based values is what sets Misericordia Health Centre apart. New staff receives education about these values. Their ability to do their job and make their contribution from this perspective is what makes them valuable members of the Misericordia Health Centre team, which we affectionately call the Misericordia Family. By emulating the Misericordia Sisters' five core values, our staff truly lives our Mission.

Compassion – Considering how another is feeling

Being injured, ill or experiencing a life event such as the death of a loved one can be very frightening. The numerous questions that need to be answered, the overwhelming emotions that can surface and the ways these life-changing events can impact those we love can make us feel lonely and helpless.

Misericordia Health Centre staff considers it a privilege to be of service during these difficult times. We 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. This includes listening to what they have to say and doing our best to honour their needs, preferences and values.

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 tell us how they are feeling at all times. From talking and listening to touching and treatment, we are committed to treating everyone gently.





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

We want everyone to feel welcome while they're with us. It is the details that make a person feel welcome because they demonstrate thoughtfulness. 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

If our patients and residents understand what they're experiencing and why, it can help empower them. If we understand how our patients and residents are feeling physically and emotionally, we can adjust their health-care plans to meet their specific needs. By sharing important information, we all learn.

We also follow the Misericordia Sisters' value of companioning, literally. Not sure how to find your way at Misericordia? We will walk with you to your destination.

Misericordia's Programs and Services

MHC's focus on long-term care reflects our Mission of meeting the needs of an aging population.

We also have three unique programs not found anywhere else in Manitoba: Eye Care Centre of Excellence, Provincial Health Contact Centre/Health Links – Info Santé and Sleep Disorder Centre.

Long-Term Care

Misericordia Health Centre's continuum of care for healthy aging includes: Misericordia Place Personal Care Home, Transitional Care Units, Scheduled Respite Care and PRIME – a health centre for seniors. We are proud to be expanding our campus of care this year to include an affordable assisted living centre for seniors.

Misericordia Place is a 100-bed warm and inviting personal care home providing quality care 24 hours a day and is connected to Misericordia Health Centre via enclosed walkway.

MHC's 111-bed Transitional Care Unit (TCU) serves clients who require complex social and medical support for a limited period of time before transitioning home with community services or to a personal care home, supportive housing or elsewhere such as Hospice.

MHC's scheduled respite program accepts dependent seniors for a planned period of time, to allow relief for families and caregivers. Clients in respite care have 24/7 medical coverage and access to other services such as recreation, nutrition, social work, occupational therapy and physiotherapy.

PRIME provides an alternative to entering a personal care home by offering an all-inclusive health service including medical and personal care, exercises, after-hours support, medication support, day program, Home Care coordination, access to a team of health-care professionals and more.

COVID-19 UPDATE:
Some programs and services at Misericordia Health Centre have been modified or suspended as the COVID-19 situation evolves. We appreciate your patience and understanding in our efforts to protect each other and prevent the spread of COVID-19.





Eye Care Centre of Excellence

Our dynamic Eye Care Centre of Excellence is the largest comprehensive surgical and treatment program in Western Canada. We perform approximately 13,000 eye surgeries annually, including corneal transplants. More than 40,000 patients are assessed and treated annually in our state-of-the-art Buhler Eye Care Clinics.



Provincial Health Contact Centre (PHCC)

MHC's internationally-recognized contact centre supports health and social services delivery in Manitoba with more than 625,000 calls annually through its 21 inbound and outbound telephone-based programs. The PHCC's clinical programs include Health Links – Info Santé, a bilingual program where nurses provide symptom assessment/triage and information 24 hours a day, seven days a week with interpreter services available in over 100 languages; TeleCARE TéléSOINS Manitoba, a telephone-based program that helps Manitobans with Heart Failure or Type 2 Diabetes manage their condition; the Breast-feeding Hotline; Dial-a-Dietitian, a program which connects callers to a registered dietitian; and various other public health services. Non-clinical programs support Home Care, Family Services, as well as Employment and Income Assistance.



Sleep Disorder Centre

The Sleep Disorder Centre is comprised of the provincial sleep disorders diagnostic laboratory, sleep clinic and treatment service. Sleep specialist physicians from the University of Manitoba's Section of Respiriology, Department of Medicine, review approximately 5,200 overnight sleep studies and centre treats more than 10,000 patients annually.



Additional Programs and Services

Ambulatory Care

This unique out-patient program includes rehabilitation services such as physiotherapy, occupational therapy and Easy Street - a unique mini-community where patients can practice activities of daily living like banking and shopping. Ambulatory Care also includes a variety of clinics such as cast, wound and footcare, as well as minor surgical procedures.

Community IV Program

The CIVP program is a Home Care service for people who require antibiotics intravenously. The program provides treatment and support through a health-care team of nurses, pharmacists, infectious disease doctors and support staff.

Diagnostic Imaging

If you need an X-ray, a CT scan or ultrasound, we're here for you. Additionally, the Diagnostic Imaging Outpatient Centre at MHC offers extended hours for many of our uninfused CT scans, including evenings and Saturdays, for patients' convenience. Just bring your requisition – no appointment required!

Hours: Monday to Friday: 8 a.m. to 7 p.m. and Saturday: 8:30 a.m. to 3:30 p.m.

Laboratory

Our laboratory services are operated by Diagnostic Services, Shared Health, providing a vital link to surrounding community clinics and Misericordia's programs.

MHC for Lungs

The MHC for Lungs program is designed for people with Chronic Obstructive Pulmonary Disease (C.O.P.D.), which may include chronic bronchitis, emphysema, and possibly chronic asthma. Every year we have almost 1,200 clinic visits, teaching people about their disease: how to live with it and how to improve their quality of life.

Oral Health/Pediatric Dental Surgery

Children from two to six years old come to us to have their teeth repaired - so they can eat, sleep and just be kids again! We perform more than 800 pediatric dental surgeries a year.



Misericordia Health Centre Partnerships

In addition to our specific programs and services, Misericordia Health Centre maintains strong complementary health partnerships:



Misericordia Health Centre is proud to host four provincial programs of CancerCare Manitoba at our site.

Screening programs:

- **BreastCheck** provides mammograms to asymptomatic women 50 years of age and over to screen for breast cancer.
- **ColonCheck** provides home screening tests to men and women ages 50-74 to screen for colon cancer.
- **CervixCheck** aims to reduce the number of cases and deaths from cervical cancer by increasing the number of women who go for regular Pap tests.
- **Cancer Prevention Program** provides education about health lifestyle choices in order to reduce the burden of cancer in Manitoba.

Heritage Groups:

Misericordia Health Centre in Winnipeg is proud to be part of the larger International Misericordia Family comprised of organizations which carry out their Missions in the same spirit as their Founders, the Misericordia Sisters.



In 1965, the care of young single women and their babies separated from Misericordia General Hospital with the opening of Villa Rosa. Today, Villa Rosa's Mission remains true to the Sisters of Misericordia: providing educational, health and social services, and housing to pregnant women or new mothers and their families.



Wolseley Family Place is a non-profit community-based resource centre for under-served families with children living in the core of Winnipeg. Wolseley Family Place offers voluntary, drop-in services for parents and their children up to six years of age.

Education

MHC is proud to be an evolving research and teaching centre; we are affiliated with various educational organizations, including the universities of Manitoba, Winnipeg and Brandon.

Our specialist physicians, nurses and allied health professionals – some of

whom hold joint university appointments – provide patient-centred care and conduct research while giving future health-care professionals hands-on training.

Other health partners

- Vision Loss Rehabilitation Manitoba (VLRM)
- Winnipeg Health Region’s Mental Health Services



The Misericordia Eye Bank in partnership with **Transplant Manitoba** coordinates eye tissue donations for transplantation, research and education throughout Manitoba and Northwestern Ontario. Register your intent to donate organs and tissue at signupforlife.ca

Bill of Rights and Responsibilities for Residents & Patients

In keeping with its Mission and values to provide accessible quality health care that promotes the dignity and well-being of those we serve, Misericordia Health Centre provides care in a way that respects and fosters residents’ and patients’ autonomy, positive self-regard, rights and involvement in their care. In accordance with the Catholic Health Alliance of Canada’s Health Ethics Guide, Misericordia upholds the belief that all persons have equal value and dignity and are to be treated with respect – especially when they are weak, vulnerable or sick.

The Bill of Rights and Responsibilities is reflective of Misericordia’s core values of caring, respect and trust and is intended to facilitate mutual cooperation, effective communication and a trusting, healing relationship between residents and patients, families, physicians and staff.

Residents & patients have the right to:

- Be treated with courtesy and in a way that promotes dignity and individuality.
- Family participation in care.
- Be sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.
- Give or refuse consent to treatment – including medication – in accordance to the law; this right is extended to legal representatives as well.
- Be free to (in accordance with safety requirements and privacy rights of other residents/patients):
- Exercise their freedom of choice of religion, culture and language.
- Communicate and have visits with family, friends and others – and in private if desired.
- Care in a safe and clean environment.
- Be afforded reasonable privacy while being treated and cared for.

- Care that is free from abuse, neglect or reprisal.
- Be informed of and participate in decisions regarding options for care and treatment.
- Receive care and services that promote a meaningful quality of life.
- Be respected regardless of age, nationality, gender, sexual orientation, religion or mental and/or physical disability.
- Expect that information about health and personal matters be held in confidence.
- Know that there are processes to resolve disputes, grievances and conflicts.
- Access and receive information regarding their own medical file; this right is extended to legal representatives as well.
- Be free to communicate and meet with their legal representative as often as necessary - and in private if desired.

In addition, residents have the right to:

- Live in a home-like environment.
- Be free to:
 - Choose their recreational activities.
 - Choose the personal items to be kept in their rooms, when space permits.
 - Select the clothes to be worn each day.

Residents & patients have the responsibility to:

- Participate in decision-making to the extent of their ability.
- Identify an individual to speak on their behalf if they are not able.
- Be understanding and considerate of the needs and abilities of other residents or patients.
- Be understanding of the communal nature of a care area and be considerate of staff working to meet the needs of all residents or patients.



General Information

Café

Storm Café MHC is located at the Wolseley entrance of Misericordia Health Centre – offering fresh home-made healthy food made daily from scratch including soup, sandwiches, wraps, salads, baked goods plus coffee!



Hours: Monday – Friday, 7:30 a.m. – 2 p.m.*

For more information, please contact Storm Café MHC directly at stormcatering@gmail.com or phone 204-802-0295.

*Please note hours are subject to change.

Gift shop

The gift shop is located on the main floor of Misericordia Health Centre near the Wolseley Avenue entrance.

The gift shop offers a wide selection of products - stamps, stationery, toiletries, gift items and much more! Please drop by to see for yourself.

Contact the gift shop directly at 204-788-8133.



Medical Assistance in Dying

For information on how to access medical assistance in dying in Manitoba, please visit wrha.mb.ca/maid or contact the provincial medical assistance in dying team.

As an abstaining facility, Misericordia provides information on how to access the medical assistance in dying team but does not provide services on site.

Parking

Parking is available in a metered lot on Sherbrook Street, our parkade on Sherbrook Street and time-limited street parking in the area.

Meter Parking

Meter parking is available on the Sherbrook side of Misericordia Health Centre, across the street from the parkade. Meter parking is meant for short-term parking only, and is not recommended for appointments. Meters are on private property, therefore City of Winnipeg accessible parking discounts do not apply.

Accessible parking

Accessible parking is available in the parkade on the Overpass Level 2B. These spaces are located close to the elevator and overpass for convenient access to the facility.

Patient drop-off and pick-up

Patient drop-off and pick-up is available free for 15 minutes on the Sherbrook side of MHC in the metered parking lot.

Questions about parking? Please call 204-788-8301.

Security

Misericordia Health Centre's Security Department is available 24 hours a day, seven days a week.

If you require assistance, security can be contacted 7:30 a.m. - 3:30 p.m. Monday to Friday at 204-788-8301.

If you require security outside of these hours, please call our information desk at 204-774-6581 and ask for security assistance.

Telephones

There is a public pay phone at the Cornish Entrance.

Visiting hours

Visitors are welcome at Misericordia Health Centre, however we ask you to refrain from visiting if you are feeling unwell. If you are visiting a long-term care resident, please contact the unit care manager and consider the resident care schedules as well as the needs of other residents when planning your visit.



Quality and Patient Safety

At Misericordia Health Centre, quality and patient safety are recognized as a key health-care priorities. Our culture of transparency, trust, respect and open communication has always facilitated safe patient care. Some of the ways Misericordia prioritizes quality and patient safety are:

Improving care by acting on patient/family feedback

Here are some ways to provide feedback to MHC:

1. In-person/by phone: We encourage you to speak directly to a health-care professional in your program area. MHC also has a patient representative who can be reached at: 204-788-8003.

2. Fill out the “We Care What You Think” survey: Misericordia Health Centre welcomes feedback from patients, residents and their families, as well as from visitors and staff about quality of care and services.

The “We Care What You Think” forms are located in prominent places throughout Misericordia, to share your compliments, suggestions for improvements, complaints and comments.

You can also visit us at misericordia.mb.ca to fill out this form online.

The information you provide is confidential. It will help us to track and resolve patient and family concerns that arise in the context of care and service delivery as well as share compliments. Tracking compliments and complaints is an important tool in the continuous improvement of care and services. Positive feedback is equally useful in planning for the future and in providing recognition and support for the work we do.

Thank you for taking the time to provide us with feedback.

3. Patient/Family Experience Survey:

We may ask patients and/or their families to share their opinion about care received by completing a Patient/Family Experience Survey. Surveys are provided throughout the year and responses are confidential. Feedback is used to evaluate the care and services, and to improve how we provide care in the future.

24-Hour Patient Safety Telephone Line

This Winnipeg Health Region patient safety initiative encourages staff, patients and families to report patient safety events, such as a patient who has fallen and may have a fractured hip. At Misericordia, this process allows for a Critical Incident Review Committee to review the facts associated with the incident and make recommendations for implementation to prevent the same event from reoccurring.

If you’ve witnessed a patient safety event, please call the 24-Hour Patient Safety Line at 204-788-8222. Whether you are a health-care provider, patient or family member, you can help make the patient-care system safer.

Protection for Persons in Care

The Protection for Persons in Care Act is a law to help protect adults from abuse while receiving care in personal care homes, hospitals or any other designated health facility. For more information, please contact:

The Protection for Persons in Care Office

300 Carlton Street
Winnipeg, Manitoba

Phone: 204-788-6366

Email: protection@gov.mb.ca

Personal Health Information Act (PHIA):

Misericordia Health Centre collects, records, stores and uses and discloses information about your health according to Manitoba's Personal Health Information Act. Personal health information is collected for the provision of health care or payment for health care. We will use your personal health information we have collected in accordance with legislation and share it with only those who are authorized to know the information.

We will only disclose your personal health information to others with your consent unless otherwise authorized by the legislation.

If you have questions, please ask the staff caring for you or contact Misericordia Health Centre's privacy officer at 204-788-8272.

GENERAL PUBLIC INFORMATION

CLEAN HANDS SAVES LIVES

Practicing safe hand cleaning



Shared health
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Manitoba

Manitoba 

GermS are everywhere and most are spread by hand contact. Whether healthy or ill, at home, in hospital, or in a personal care home, proper hand hygiene is one of the single most important ways to stop the spread of infection. Hand hygiene is important for everyone; you, your loved ones, and the healthcare providers who care for you. It's okay to ask your health care providers and/or your friends and family to clean their hands. While health care providers are aware of the importance of hand hygiene, they will appreciate the reminder, and you will help keep everyone safe and healthy. Health care providers may also ask you if you have performed proper hand hygiene.



What You, Your Family and Friends Can Do!

HOW TO CLEAN YOUR HANDS

Both soap and water, or hand sanitizers can reduce the number of germs found on hands.

USING SOAP AND WATER:

- Wet hands under warm running water.
- Apply soap and distribute over hands.
- Rub hands together vigorously for 15 seconds to create a good lather.
- Using friction, cover all hand surfaces including fingernails, between fingers, thumbs and wrists.
- Rinse under warm running water.
- Dry hands gently and thoroughly with a disposable towel.
- Using a clean disposable towel, turn off faucet.

USING ALCOHOL BASED HAND RUB:

- Apply 2 – 3 ml or dime size portion of product to the palm of one hand.
- Rub hands together covering all surfaces including fingernails, web spaces, thumbs and wrists.
- The product generally dries within 5 – 20 seconds.
- Ensure hands are completely dry before performing another task.
- If your hands are visibly soiled, use soap and water. If not, use a hand sanitizer.



When to Clean Your Hands

BEFORE:

- Visiting or touching a friend or family.
- Touching a friend or family's care environment.
- Touching dressings or wounds.
- Taking or giving medication.
- Handling or eating food.

CLEAN your hands upon arrival or when leaving a health care facility or clinic.

AFTER:

- Visiting or touching friends or family.
- Touching blood, body fluids (e.g. changing diapers, dressings).
- Using the toilet.
- Handling or eating food.
- Blowing your nose, coughing or sneezing.

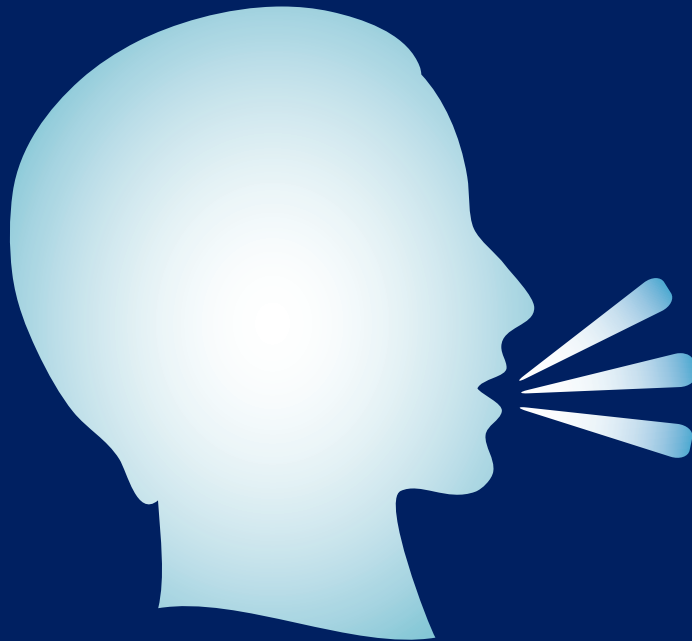
sharedhealth.mb.ca



GENERAL PUBLIC INFORMATION

RESPIRATORY HYGIENE

Stop the spread of germs that
make you and others sick.



Why should I cover my cough & sneeze?

- Illnesses like flu and colds are spread by:
 - Coughing or sneezing
 - Unclean hands
- These illnesses spread quickly in crowded places where people have close contact.

How do I stop the spread of germs?

- Cover your nose and mouth against your sleeve or shoulder.
- Use a tissue to cover your mouth and nose during coughing and sneezing.
- Throw the used tissue in a waste basket right away.
- Turn your head away from others when coughing or sneezing.
- After coughing or sneezing, always clean your hands with soap & water or a hand sanitizer.
- If you have a new cough, shortness of breath and fever protect others by staying away from them.
- If your cough or fever lasts, call your health care provider.
- Stay home when you are sick and take care of yourself.
- Do not share cutlery, drinking glasses, towels or other personal items.



How can I stay healthy?

- Clean your hands often with soap and water or hand sanitizer.
- Avoid touching your eyes, nose or mouth.
 - Avoid close contact with sick people.
- Get vaccinated! Talk to your health care provider to see what's right for you.

When you are at a clinic or health care facility

- Practice respiratory hygiene.
- You may also be asked by your health care provider to wear a mask to protect others.
 - Don't worry if you see staff and other people wearing masks. They are trying to stop the spread of germs.

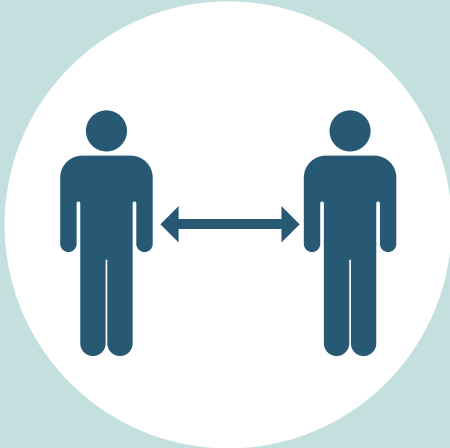
For more information

Shared Health
1502 – 155 Carlton St.
Winnipeg, MB R3C 3H8
Ph. 204-926-8005
info@sharedhealthmb.ca

sharedhealth.mb.ca



COVID-19 PRECAUTIONS



Social Distancing.
Keep two meters apart.



**Cough or sneeze into a tissue or the
bend of your arm, not your hands.**



**Wash your hands often with soap
and water for at least 20 seconds.**



**Avoid greetings that involve
touching, like handshakes.**



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HOW TO SAFELY USE A NON-MEDICAL MASK OR FACE COVERING

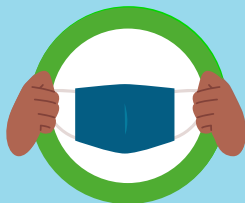
DO'S



DO wear a non-medical mask or face covering to protect others.



DO ensure the mask is made of at least two layers of tightly woven fabric.



DO inspect the mask for tears or holes.



DO ensure the mask or face covering is clean and dry.



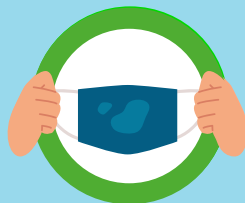
DO wash your hands or use alcohol-based hand sanitizer before and after touching the mask or face covering.



DO use the ear loops or ties to put on and remove the mask.



DO ensure your nose and mouth are fully covered.



DO replace and launder your mask whenever it becomes damp or dirty.



DO wash your mask with hot, soapy water and let it dry completely before wearing it again.



DO store reusable masks in a clean paper bag until you wear it again.



DO discard masks that cannot be washed in a plastic-lined garbage bin after use.

DON'TS



DON'T reuse masks that are moist, dirty or damaged.



DON'T wear a loose mask.



DON'T touch the mask while wearing it.



DON'T remove the mask to talk to someone.



DON'T hang the mask from your neck or ears.



DON'T share your mask.



DON'T leave your used mask within the reach of others.

DO YOUR PART.

Wear a non-medical mask or face covering to protect others when you can't maintain a 2-metre distance.

NON-MEDICAL MASKS ARE NOT RECOMMENDED FOR:

- People who suffer from an illness or disabilities that make it difficult to put on or take off a mask
- Those who have difficulty breathing
- Children under the age of 2

DON'T JUDGE OTHERS FOR NOT WEARING A MASK.

Kindness is important as some people may not be able to wear a mask or face covering.

REMEMBER, wearing a non-medical mask or face covering alone will not prevent the spread of COVID-19. You must also wash your hands often, practise physical distancing and stay home if you are sick.





Long-Term Care – Program Information

The Long-Term Care program at Misericordia Health Centre consists of Misericordia Place, a 100-bed personal care home, 111-bed Transitional Care Units, PRIME, an all-inclusive health centre for seniors, and scheduled respite care.

This directory provides information about the staff you will meet and the services available to you. We hope this information will be helpful to you and your family.

Our goal is to work with you and your family to make your admission and stay as comfortable as possible and we encourage you and your family to be actively involved in making decisions about your care.

If you have any questions about our programs, services or your care, please feel free to speak with a member of your care team.

MOVING IN

Pre-admission:

If you have requested placement at Misericordia Place, a social worker will contact you to set up a pre-admission visit. During this visit you will be advised of the information, documents, personal items and clothing you will need to bring with you at the time of admission. This will allow you time to get prepared. If you wish to have a tour, arrangements can be made Monday to Friday by contacting the social worker. For tours of Misericordia Place, please call 204-788-8435.

Admission day:

When accommodation becomes available, the social worker will contact you or your designated decision-maker to confirm the date and time of admission. At this time, staff is available to spend time with you to assist with the move and adjustment to your new environment. A social worker will also meet with you and your designated decision-maker to complete the required admission paperwork.

A nurse will meet with you to review your health information and complete an initial assessment.

What to bring with you:

In the admission package you will find a listing of clothing and toiletries that will be required during your stay, along with some suggested items for your room. It is recommended that you have one week's worth of clothing prepared. If you need supports such as a cane, walker or wheelchair, please be sure to bring these items with you on admission. MHC will label your personal items for you.

Since space and safety are considerations within our long-term care areas, please speak with the resident care manager to determine if any special items can be accommodated before bringing them to your room.

Storage of resident belongings:

Storage space is limited in our rooms in the long-term care areas. We therefore encourage you to store off-season clothing, suitcases and other items off the premises whenever possible. Misericordia Health Centre is not able to provide storage space for furniture or other personal items.

Power of Attorney/Private Committee/Health-Care Directives:

In situations where someone else is acting on your behalf, Misericordia Health Centre requires you to provide a copy of the Power of Attorney, the Private Committee and/or the Health-Care Directive upon admission. This information needs to be provided to the social worker and a copy will be kept in your chart and the financial information will also be shared with the finance office.

Personal belongings/valuables/insurance:

Misericordia Health Centre assumes no responsibility for the loss or damage of personal possessions, including money, jewelry, glasses, dentures and hearing aids. This also applies to personal mobility equipment such as wheelchairs, walkers and canes. Personal insurance is strongly recommended to cover potential loss or damage of valuable items.

We recommend all valuables (jewelry, credit cards, etc.) be left with your family, Power of Attorney, or locked in the security office on the main floor Cornish building. Cash should be deposited in a resident trust account in our finance department on the fifth floor of the Wolseley building. We are not responsible for these items if they are kept in your room.

We recognize that residents need to have personal items such as glasses, dentures and hearing aids with them in order to be able to eat, read and see during their stay with us and we want to partner with families to ensure that these items remain safe and available for use.

In order to reduce the risk of loss or damage to these aids, staff will endeavour to:

- Document on the resident's chart upon admission whether the resident has glasses, hearing aids, dentures and/or mobility aids with them.
- Ensure denture cups and eye-glass cases are clearly labelled.
- Use a container labelled with the resident's name for hearing aids.

What residents and families can do to help:

- Advise staff when bringing in clothes or equipment to allow for labelling.
- Check with your hearing aid vendor if there is an attachment available that can be placed on the hearing aid to prevent loss.
- Have dentures labelled with names if possible.
- Families may wish to take out a special rider on their home insurance for personal belongings remaining at Misericordia.

Family and friends:

To assist us in maintaining our communication link with family members, we ask for a primary contact and a second contact to be listed on your chart. The designated primary contact will be the person staff will speak with about any updates that relate to the resident such as a change in their health status or arranging care conferences. It is important the primary contact be responsible for keeping other family members informed.

How can family and friends be involved?

- Consider joining our team and becoming a “designated caregiver,” someone who assists with residents’ care such as feeding or additional daily care
- Take an active interest in the resident’s care and visit whenever possible.
- Visit the “Family Updates” page at <https://misericordia.mb.ca/information/family-updates/>
- Check and replenish the resident’s wardrobe and toiletries regularly.

- Attend meetings or discussion groups planned for families and friends.
- Support special events held at Misericordia Health Centre.
- Remember to share information that keeps the resident connected to their community such as church bulletins, newsletters or encouraging community clergy to visit.
- Notify staff when you remove or bring in personal belongings.
- Share a meal.
- Share your talents, such as playing the piano during visits.
- Celebrate birthdays and other special occasions. Arrangements can be made to reserve a private room for a party by calling the Misericordia Place reception desk at 204-788-8440.





MISERICORDIA
Health · Centre
The future of care

Keep Connected

Our priority is to keep you connected with your loved one in long-term care at Misericordia. From snail mail to technology at your fingertips, there's a way you can stay in touch!

Phone

Your loved one is just a phone call away:

Misericordia Place

MP 1 - 204-788-8431

MP 2 - 204-788-8432

MP 3 - 204-788-8433

Transitional Care Units (TCU)

Cornish 2 - 204-788-8398

Cornish 5 - 204-788-8128

Cornish 6 - 204-788-8130

Mail

Mail a letter to spread some cheer:

*Client's Name/Unit #
c/o Misericordia Health Centre
99 Cornish Avenue
Winnipeg, MB R3C 1A2*

*Resident's Name/Room #
c/o Misericordia Place
44 Furby Street
Winnipeg, MB R3C 1A2*

Email

Send a message to a loved one through MHC's Email a Resident program:
misericordia.mb.ca/contact-us/email-a-resident/

Video chat

If you have the technology, we'd love to connect you via Zoom/Skype/FaceTime, please contact your loved one's care team to schedule a video call.

Subscribe

Sign up for MHC updates to be sent direct to your email inbox:
misericordia.mb.ca/information/family-updates/

Follow MHC on social media:

   @MisericordiaMB

Subscribe to MHC Family Updates

For family updates

Name*

Email*

[Subscribe](#)

misericordia.mb.ca

Resident transfers – internal:

Although transfers within Misericordia are possible, we seek to keep these to a minimum to prevent disruption. Transfers will be undertaken when the health-care team, in consultation with the family, assesses another unit or room as better suited to meet a resident's identified nursing care, behavioural and/or social-care needs. Should you wish an internal transfer, please discuss your request with the unit resident care manager or the social worker.

Scent/latex-sensitive:

A reminder some residents and staff are sensitive to latex as well as chemicals including those found in scents, perfumes and aftershaves. Please be considerate of others. Thanks for your cooperation.

Social leave:

Prior to leaving the facility, residents and/or their families must inform the nursing staff on the unit regarding the time of departure and expected time of return. For leaves of 12 hours or more, it is best if arrangements are made several days in advance so any medications will be available for you to take on your leave. The daily residential charge continues for any period of social leave absence. Social leaves for more than 21 days in any year require special approval and your social worker can assist you should you need to make this request.

Hospital leave:

If you are transferred to a hospital for care, your room at Misericordia Place will be held until a discharge plan is confirmed with the hospital. The residential daily charge is continued during your hospitalization. You will continue to be invoiced for the residential monthly fee and payment will need to be made to Misericordia while your room is held for you.

Questions or concerns about resident care:

We look forward to working with you to ensure your concerns are addressed at the earliest opportunity.

If you or a family member has questions or concerns, you are encouraged to speak directly with the nurse on duty. Your questions are welcomed and the nurse will work to address your concerns. If for some reason your questions or concerns are not able to be resolved, feel free to contact the:

- Resident care manager on your unit.
- Director of long-term care programs at 204-788-8451.
- Social Worker on your unit via the main social work office at 204-788-8165.
- Director of Quality, Patient Safety and Education Services (Resident Representative) at 204-788-8003.

Should you be unable to resolve your concerns at the facility level, please contact the Winnipeg Health Region's client relations coordinator at 204-926-7825.

Financial and business concerns should be directed to the finance clerk at 204-788-8296. Should you experience difficulty with payment of the per diem charge, please contact your social worker to see if there is any additional information or assistance they can provide to you.

Other resources for assistance include:

- | | |
|-------------------------|----------------|
| Service Canada | 1-800-622-6232 |
| Veterans Affairs Canada | 1-866-522-2122 |
| Revenue Canada | 1-800-267-6999 |

Discharge – Misericordia Place

We recognize that the death of a loved one can be an extremely difficult time for families and at the same time please understand another family is urgently waiting for personal care home placement. We ask that arrangements to remove personal belongings are made within 24 hours: staff is available to assist you with packing belongings or discussing storage options. Any personal property that remains unclaimed after 21 days will be disposed of at MHC's discretion.

Transitional Care discharge planning

If you are a client in the TCU, you have most likely transferred to us from an acute-care site. The TCU provides clients with an opportunity for restorative or convalescent care which is provided by an interprofessional team. Restorative care promotes clients' ability to adapt and adjust to living as independently and safely as possible. Assessments will occur that may involve the physical, mental and social functioning of the client. Following assessments by the team, an appropriate discharge plan will be developed with clients and family or friends. We strive to get clients to the community wherever possible. The community could mean clients returning to their home with or without support, a new apartment or home, assisted living complex, supported housing, personal-care home, hospice or geriatric rehabilitation facility. Our goal is to have a plan within 30 days of admission and a discharge plan within 90 days. Depending on circumstances, the length of stay may differ.

Clients and family members or friends are welcome to get in touch with the units

about questions, concerns or discussions about plans.

LONG-TERM CARE PATIENT SAFETY

Infection prevention and control:

Since a long-term care facility is a shared living environment, there is a higher risk of being in contact with germs. As individuals age, their ability to fight infections is greatly reduced. That's why our infection prevention and control program promotes practices of care that minimize the risk of infections, such as respiratory illnesses like the flu or COVID-19, from occurring and spreading within the facility.

One of the most effective ways of minimizing the risk of infections is by having visitors and staff clean their hands with hand sanitizer when entering and leaving MHC and the individual units. You will find hand sanitizer dispensers throughout units and near exits.

Hand-washing is the most important way to control the spread of infection.

It's also very important visitors refrain from coming to see residents when they are feeling unwell.

One of the major goals of our program is to ensure that all residents are offered appropriate immunizations, including the flu vaccine. We also encourage loved ones to get a flu shot every year to help prevent an outbreak of influenza.

When necessary, staff use personal protective equipment such as masks, gloves and gowns and perform special cleaning tasks. These precautions prevent germs from passing to others. Depending on the type of precautions, access to common areas may be limited and visits

from friends and family may be reduced or restricted entirely.

Use of restraints:

Misericordia Health Centre makes every effort to ensure that a safe living environment is provided for all of our residents. Any device that restricts movement, even for safety, is considered to be a restraint. Misericordia Health Centre has adopted a “least restraint” approach in resident-care practices. Before using any form of restraint, other alternatives will be tried to maintain resident safety while promoting quality of life. Should a restraint be necessary, a discussion with you and your family will take place regarding the risks and benefits and you will be asked to provide consent.

Ongoing assessment and discussion will take place as long as a restraint is being used. The use of the restraint will be reviewed on a regular basis, including at each care conference. You and your family are welcome to discuss this with your nurse at any time.

Respectful workplace/abuse prevention:

It is important that residents and visitors feel respected and safe at all times. Residents, visitors and staff share the responsibility to work together to treat each other with respect to ensure that our environment is free from all forms of abuse.

Misericordia Health Centre has a zero tolerance policy regarding abuse of residents. Our policy is clear with regards to our expectations that all residents are treated with dignity and respect by the staff at all times. Should you feel this policy is not being demonstrated, please speak to the nurse on duty or the resident care manager.

Included in the admission package you are receiving is a pamphlet from Manitoba Health’s Protection For Persons In Care division explaining their role and how you can contact their office.

**It's Safe
to Ask***



MANITOBA INSTITUTE
FOR PATIENT SAFETY

www.safetoask.ca

Long-Term Care – Team Members

Resident Care

As your health-care team, we are committed to providing quality health care that promotes the dignity and well-being of those we serve. We provide care, treatment, and services in a way that respects, and fosters your dignity, autonomy, positive self-regard, rights and involvement in care. Our practices are based on established standards.

Staff is available to discuss care issues with you or your family at any time.

Interprofessional Team Members

Your care team may consist of:

- Clinical Dietitians
- Indigenous Health Services Staff
- Nursing Staff
- Occupational Therapists
- Pharmacists
- Physicians
- Physiotherapists
- Recreational Therapists
- Respiratory Therapists
- Social Workers
- Spiritual Health Providers
- Student Practitioners
- Support Staff
- Volunteers

Medical services:

Long-term care physicians work as a member of your care team and will visit you as needed. All required medications will be prescribed by your physician and administered by the nursing staff. Your

attending physician will consult with other medical specialists and order diagnostic tests (like bloodwork or X-rays) as required. Misericordia Health Centre has its own laboratory and diagnostic imaging centre, so you won't have to go far for your tests.

Nursing:

Nursing staff typically consists of a Resident Care Manager (RCM), a Nurse Practitioner (NP), Registered Nurses (RNs), Registered Psychiatric Nurses (RPN), Licensed Practical Nurses (LPNs) and Health-Care Aides (HCAs). Nursing staff work together 24 hours a day, seven days a week to deliver direct, resident-focused care. The RCM, RNs and LPNs lead their teams to ensure care delivery is provided with resident and family input. The nursing staff co-ordinates and communicates to ensure the provision of quality resident care. The nursing staff is also your link to other services provided by additional members of the health-care team such as vision-screening.

Social work:

A social worker is an active and valuable member of your health-care team and is available to provide professional services for you and your family. Recognizing that a move into a long-term care facility is a major life transition, social workers are able to assist with counselling, support and education, as well as providing a link to agencies and community resources.

At the time of your admission and during your residency, a social worker will be available to promote your well-being and adjustment.

If you are a transitional care client, a social worker will also work with you and your family to create an appropriate discharge plan.

As your advocate, the social worker can assist with problem-solving and communication and will plan a care conference with your health-care team to create an individualized care plan that includes the physical, emotional and spiritual aspects of your care.

As well, if you have any other personal concerns or questions that you would like to discuss with the social worker, you can make this request to the staff on your unit or contact the social work department directly at 204-788-8165.

The social work department is located on the second floor of Misericordia Health Centre's Sherbrook building.

Recreation:

You are invited and encouraged to participate in recreation programs – everything from fitness, to music and art!

Our Life Enrichment programs offer individual and group recreation opportunities. The recreation staff will want to get to know you and become familiar with your leisure interests.

Our goal is to interest you in some new and different recreation experiences. We offer everything from horticulture therapy to art classes with local Winnipeg artists, two resident choirs, an opera company that performs bi-monthly along with mentally and physically active games.

Our recreation staff also offers individual and independent leisure opportunities: everything from art and fitness therapy to pet visits to Music and Memory and more.

We invite family and friends to share in our daily recreation programs and any special events. We invite any suggestions that you or family might have.

Monthly recreation calendars are posted on our website and in various locations throughout each unit and can be emailed to you upon request. Extra copies are also available from the recreation department.

Food and nutrition:

A clinical dietitian meets with all newly-admitted residents to assess nutritional needs and can arrange meals to accommodate special dietary needs and/or food preferences. The dietitian is available for consultation with family members by appointment and can be reached at 204-788-8258.



Resident meals at Misericordia Health Centre are provided by the Winnipeg Health Region's regional distribution facility. There is a three-week cyclical menu which is updated regularly based on client preferences and comments. Your meals are served in dining rooms on the unit. We encourage all residents to eat meals in the dining room to benefit from the social aspect of sharing meals.

The resident food services manager can be reached at 204-788-8245 should you have any questions.

Misericordia Health Centre's

Storm Café: Open 7:30 a.m. – 2 p.m., Monday to Friday – is also available for residents, families and visitors at their own cost.

Bringing food to share: Families are welcome to bring in portions of your favourite foods or beverages to share with you. Families are asked to assist staff by adhering to any special dietary requirements the resident may have and to bring only small quantities due to limited space for food/beverages to be stored in refrigerators on the unit. Please label and date any food brought in for resident consumption. Any items you wish to share with other residents must be purchased from a store or a restaurant and in accordance with the care plan.

Meal trays: If you would like to share a meal with your family member in the dining room, meal trays can be ordered. For more information about costs and ordering, please call 204-788-8251. Meal trays should be ordered at least 48 hours in advance.

Catering: Should you wish to cater a special event at Misericordia, Storm Café MHC would be pleased to provide you with

an estimate for their services. For more information please call 204-802-0295.



Spiritual health:

Spiritual-health practitioners, trained to minister in a multi-faith environment, are available to provide emotional and spiritual support for you and your family. Community clergy are an important link to the community and are most welcome to continue to visit. A spiritual health practitioner may help you in arranging specific religious visitors/clergy or faith community leaders.

Housekeeping:

Housekeeping staff, as well as keeping your room clean and tidy, will make fresh toast for your breakfast and will assist with meal service three times a day.

Student practitioners:

Misericordia Health Centre is considered a training centre for a number of different disciplines that send their students here for practical experience. Students work under the direction of supervisory staff in accordance with the policies of the facility and sponsoring educational organization. Should you have any concerns about receiving care from student practitioners, please speak with the unit social worker or resident care manager.

Volunteers:

Our most valuable resource are the people who commit their time and energy to improving the quality of life of those we serve. Our volunteers are an essential part of your interprofessional team. Volunteers deliver residents water, visit with residents in languages other than English, bring pets for visits and so much more!



RESPECT FOR SELF

**RESPECT FOR
OTHERS**

**RESPONSIBILITY
FOR YOUR ACTIONS**

MHC **will not** tolerate physical or verbal abuse of our staff, physicians, volunteers, residents, patients or visitors.

Help us to make MHC a safe and respectful place for everyone.

Long-Term Care – Services

Care conferences:

Care conferences are an opportunity for Misericordia Place residents and primary contacts – as well as staff – to review care plans, ask any questions and address any outstanding concerns. We encourage residents and primary contacts to actively participate in these conferences by sharing history, preferences and any concerns.

A care conference will be scheduled six to eight weeks after admission, annually and on an “as-needed” basis. As these conferences are an important opportunity for us to plan and evaluate the care we are providing, it is always helpful to have residents and their primary contact attend.

For more information or to reschedule a care conference, please call social work at 204-788-8165.

Dental care:

Regular visits to the dentist continue to be important. Healthy teeth, gums and well-fitting dentures are essential for good nutrition and general health.

The University of Manitoba Dental Program provides dental services to residents in personal care homes, including Misericordia Place. Applications for these services can be obtained from the nursing staff. You may also make a dental appointment with a dentist of your choice. You are responsible for the fee charged and for the companion and transportation cost.

Electronic items:

Any personal small electrical items brought in for resident use must be safety checked by our Plant Services staff. Please leave any electronics at the nurses’ station to be checked.

Eye care:

Vision is important for quality of life and mobility. Regular visits to your optometrist are important to assess vision and provide advice for necessary treatment. Please speak to a nurse about services available for Misericordia Place residents. We encourage you to label your glasses in case they get misplaced.

Family information nights:

Misericordia Place Family information nights are held from time to time in order to provide updates to families with regards to new activities, information of common interest and policies here at Misericordia Health Centre. As well, family information nights are a time for families to be able to meet and interact with a variety of department heads and/or administration staff to pass on their comments regarding care. Posters advising of the date and time of the family information night are located on the communication boards on every unit and on our website.

Foot and hand care:

Often specialized foot-care services are required for the care of the older adults’ feet and are essential for comfort and mobility. Hand care, such as nail trimming, is also available.

Please check with the nursing staff regarding accessing foot and hand care services: fees are to be paid from your trust account.

Finance department:

Misericordia Place per diem rate or residential charge is established by Manitoba Health and based on your income from your current Notice of Assessment. This rate will be reassessed on an annual basis on August 1 of each year. You will be required to provide your current Notice of Assessment on a yearly basis prior to August 1. For your convenience, you may want to complete a release of tax information form which will authorize Revenue Canada to provide this information directly to our finance department.

Your residential charges cover the cost of your room, nursing and professional care and other services as defined by Manitoba Health. Please refer to the listing of non-insured charges below for more information.

If you move in mid-month, you will be charged for the remaining days of the month (including admission day) and thereafter you will be billed on the first day of each month. If you are discharged mid-month, you can expect to receive an adjustment; any overpayment will be refunded by cheque.

Misericordia Health Centre offers you payment options for your convenience, including pre-authorized bank debits, Visa or MasterCard. Pre-authorized bank debit can be accessed by filling out an authorization form and providing the finance department with a voided cheque.

You may also wish to make arrangements for a trust account for ease of payment for any non-insured charges such as hairdressing, footcare or cafeteria within the facility.

Trust accounts act the same way as bank accounts. We require a deposit before the resident can access it for general spending: a maximum of \$400 can be replenished each month.

If you wish to pay by cheque, this may be:

- Dropped off at the security office or information desk at any time.
- Dropped off at the finance department during normal business hours: 8 a.m. to 4 p.m. Monday to Friday
- Mailed to: Misericordia Health Centre
Finance Department
99 Cornish Avenue
Winnipeg, MB R3C 1A2

Business concerns can be discussed directly with the accounts receivable clerk in the finance department at 204-788-8296.

A receipt will be issued when your cheque is received in the finance department.

Debit or cash payments will only be accepted in the finance department during regular business hours: 8 a.m. to 4 p.m. Monday to Friday.

Non-insured charges:

Non-insured charges are the responsibility of the resident. Although not all of these items will be applicable to all residents, charges may include the following:

- Ambulance services, stretcher or wheelchair services
- Alterations to clothing
- Clothing and footwear purchases
- Dry-cleaning
- Purchases from our gift shop
- Taxis
- Sundries, personal toiletries and brand-name products not supplied by Misericordia Health Centre

- Personal equipment e.g.: wheelchairs/ walkers/canes/mechanical lift slings used only by one resident, including repairs and maintenance
- Hairdressing
- Medications (non-formulary) not covered by Manitoba Health
- Escorts to outside appointments
- Resident-requested products

Gift shop:

Payment for items from the gift shop can be made by cash, debit card, credit card or charged to your trust account. It is open seven days a week, with hours subject to change as it is staffed by volunteers. You can call the gift shop at 204-788-8133 or 204-788-8134.

Hair salon and barber services:

Full hair care services are available at Miz Silver Streaks (204-788-8436), the salon at Misericordia Place on the main floor. Appointments can be made by visiting the salon in person or by calling the salon directly. Prices are available at the salon and payment will be charged to your trust account.

Housekeeping services:

The housekeeping department aims to provide a clean, safe, sanitary and aesthetically-pleasing environment. We provide a warm, welcome and caring place for residents, family members, staff and visitors.

The housekeeping department delivers cleaning services to residents daily, seven days a week between 7:30 a.m. and 7 p.m.. We use only microfibre products in our cleaning – the most progressive method in cleaning science. Cleaning inspections are done regularly.

Linens, laundry and clothing:

Included in the admission package is a brochure from our laundry department. Please read this carefully and note the suggestions regarding the type of clothing that should be made available for personal use. At the time of admission, clothing will be taken to our laundry area at Misericordia Health Centre for labelling and will be returned to you. There is a one-time charge for this labelling service. This process helps to ensure clothing returns to your room from the laundry department. Items laundered by family should also be marked to prevent them from being misplaced and to ease their return if they are inadvertently sent to the laundry department.

Mail delivery:

Mail is delivered weekdays. There are outdoor mailboxes located at 25 Sherbrook Street near Misericordia Health Centre's parkade entrance and outside the front doors of Misericordia Place for outgoing mail. Stamps can be purchased through the gift shop, as well as from the reception desk at Misericordia Place.

Mobility equipment:

Personal care homes do not supply mobility equipment for daily use. Residents must purchase or rent their own walkers, wheelchairs, slings and seating equipment. An occupational therapist is available to assess and recommend equipment based on each resident's individual needs and the personal care home environment.

Please speak with the therapist before purchasing any mobility equipment. This will ensure the equipment you purchase or rent meets your needs. The therapist can also assist with applying for funding through your insurance plan where appropriate. Therapists can be contacted at

204-788-8139 (Transitional Care) and 204-788-8494 (Misericordia Place).

All equipment needs to be in good working order for safety. Repairs to equipment are the responsibility of the resident/family as Misericordia Health Centre cannot repair personal equipment. Therapists can assist you with recommendations should you have need to repair equipment.

Newspaper delivery:

If you wish to receive the newspaper, the unit staff can arrange for delivery. The Winnipeg Free Press is delivered daily by volunteers. This newspaper is free of charge, courtesy of Misericordia Health Centre Volunteer Services.

Pet visits:

There is research to show that regular contact with a friendly pet gives physical, psychological, and emotional benefits – as well as raising morale.

Pet visits facilitate socialization and encourage physical movement on the part

of residents. Pet visits seek to alleviate some of the losses residents endure by providing companionship, comfort and, most importantly, unconditional love.

Family cats and dogs are always welcome to visit, provided the animals have been registered, have their up-to-date vaccinations, a “pet-security badge” and are visitor-friendly. To arrange please ask at the nursing station for a Pet Registration Form for your dog, cat, or bird or call Volunteer Services directly at 204-788-8134.

Spiritual health services:

Family members are welcome to attend services and, where possible, to assist their family member to the chapel.

Services:

Roman Catholic Mass

- Roman Catholic Mass is available on one weekday and Sundays. Anointing of the Sick is celebrated quarterly in the chapel, and individually as required.
- An inter-church service led by community clergy or a spiritual care associate is conducted once a week.
- Other faith groups are welcome for prayer and services. Space is provided as needed.

Memory services

- Memory services are conducted three times a year; residents, staff and family of the deceased residents are invited.

Nurturing the Spirit

- Nurturing the Spirit sessions are held weekly on each of the resident units, reflecting on life, its events and their meaning in our lives.



Indigenous Ceremonies

- Seasonal Equinox and Solstice ceremonies are led quarterly by Indigenous Health Services.

Other religious needs

Dietary needs related to religious seasons and Holy Days may be arranged by notifying the nurse or resident food services.

Resident Advisory Council:

There is a Resident Advisory Council for Misericordia Place. These councils provide a forum which demonstrates MHC's responsiveness and commitment to resident-focused care. Residents have the opportunity to participate in sharing information and making recommendations regarding our services. These councils meet five times a year and minutes are available on the units or upon request. The unit social worker plans these meetings so if you would like to attend you can let your social worker know.

Resident email:

At Misericordia Health Centre, we know how important it is to keep in touch with loved ones. That's why we've made it easy for residents to send email. Friends and family simply need to visit our website at misericordia.mb.ca/email-a-resident. Our volunteers will print the email and deliver it personally. We also have a volunteer with a laptop who assists residents in responding to emails by transcribing and sending emails.



Rooftop Garden and Solarium:

Misericordia is thrilled to have the first rooftop garden and solarium designed for residents at a health facility in Winnipeg. This healing space, open year-round, is on

the seventh floor accessible via elevator B. Family members/visitors are welcome to visit the garden with residents from 8 a.m. to 9 p.m. The garden may also be booked through housekeeping at 204-788-8274 for special resident celebrations, such as birthdays. Please indicate whether you require the use of the stove in the kitchen and/or the outdoor small electric barbecues. Please note: this is a non-smoking space.

Safety and security features:

Misericordia Place uses an electronic security system which regulates entrance to the building after 4 p.m. weekdays and on weekends. You will be given information about this system upon admission.

Telephones:

In transitional care, cordless phones as well as telephones are located in the hallways on each unit and are provided at no cost for your convenience. At Misericordia Place, a telephone is available for use in the multi-purpose room on every unit.

If you are residing at Misericordia Place you may have a private telephone installed in your room. Arrangements for installation are your own responsibility and can be made by calling Bell/MTS at 1-800-688-6499 or by completing a Bell/MTS request for hospital telephone service form at the nursing station. You will be responsible for bringing in your own telephone, the installation fee and any monthly charges. Please note the Bell/MTS Special Needs Centre can assist you with telephone adaptations to assist with decreased vision or hearing impairment.

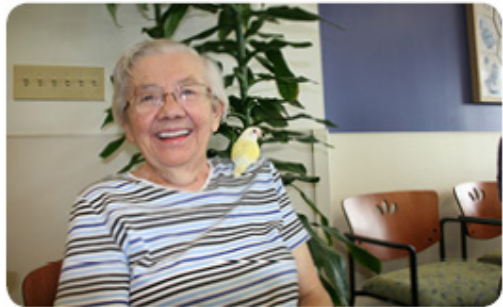


Family Updates



Stay up to date with everything happening in our Long-Term Care programs!

Go to:
www.Misericordia.mb.ca/Programs/LTC-FamilyUpdates.html



Television:

Televisions are available for group viewing in the activity rooms on each of the units.

MHC also has televisions for rent in our transitional care units from Misericordia Health Centre. If available, televisions can be rented by contacting the finance department at 204.788.8296. Monthly charges are to be paid from your trust account. At Misericordia Place, you may bring in your own television set. Cable services can be arranged through our finance department, and paid through your trust account.

Transportation:

It is the responsibility of clients/residents or their advocates to check if the cost of transportation would be covered under a private insurance plan or another program.

The client/resident and/or family is responsible to make companion arrangements and to assume the cost of services associated with appointments, including social outings and discharge.

Please follow up with a company listed below on their cost and minimum hours of booking. It's important to inform a nurse on the unit with the arrangements that have been made.

The following companies provide companion services:

- Ability Transit: 204-999-5612
- Comforts of Home: 204-949-3234
- Drake Medox: 204-452-8600
- Get U There: 204-999-7322 or 204-955-9292
- Handi-Helper: 204-925-8889
- Home Instead: 204-953-3720
- Tammy's Mobile Handi-Transit Services: 204-918-5757

Ambulance/stretchers service:

Residents are responsible for paying for the ambulance/stretchers service if they are transferred from MHC or Misericordia Place to a hospital as the result of the need for an emergency medical service and they do not return within 24 hours.

If residents return within 24 hours, Misericordia will cover the cost.

Taxi/Accessible van/private vehicle:

Residents are responsible for all transportation costs for routine visits to primary health-care clinics including: physician, optometrist, audiologist, dentist, denturist or other clinics.

Vision screening:

We know from research that poor vision means more falls. That's why we offer free vision screening to all our Misericordia Place residents who are at risk for falls.



Our most valuable resource are the people who commit their time and energy to improving the quality of life of those we serve.

Volunteer Services

Volunteers have a dynamic impact on the lives of residents, patients and staff at Misericordia Health Centre. Our team of volunteers assist in three main areas:

- Resident/patient care programs such as recreation, spiritual care, pet visiting, PRIME rehabilitation, nutrition services and more.
- Support services, including newspaper, mail/email delivery, clinics, office assistance and other special projects.
- Revenue-generating projects like the gift shop and vendor table rentals provide goods and services while raising funds for resident/patient care projects.

Volunteers are easily recognizable in a bright red sash, jacket or vest, along with their Misericordia name badge.

COME JOIN US!

Family and Friends are invited to join the caring and dedicated team of volunteers: youth are welcome too. Consider sharing your time, skills and interests with us.

To find out more about rewarding and fun volunteer experiences contact us:

Phone: 204-788-8134

Email: volunteer@misericordia.mb.ca

Apply online: misericordia.mb.ca/volunteer



Since 1983 the Misericordia Health Centre Foundation has been dedicated to supporting Misericordia Health Centre. Funds raised by the Foundation help Misericordia continue to meet the evolving health-care needs of the community.

Misericordia is home to three unique programs: Eye Care Centre of Excellence, Health Links – Info Santé and Sleep Disorder Centre. We are proud to help support these critical services as well as Misericordia’s campus of care for older adults, which includes: Misericordia Place, PRIME, Transitional Care Units and scheduled respite.

Together we can support long-term care for older adults and help Misericordia continue to lead the way in healthy aging through compassion, excellence and innovation.

Because of the generosity of donors, we are able to fulfill this mission. Your donation helps prevent social isolation by providing older adults at Misericordia Place and in Transitional Care with iPads to stay connected with loved ones, and comprehensive life-enrichment programs, supporting all dimensions of wellness – emotional, social, spiritual, physical and educational to improve and maintain quality of life.

Your donation matters – you can make an impact in the lives of Manitobans. Support the *Future of Care* by making a donation today.

Phone: **204-788-8458**

Email: **mhcfoundation@misericordia.mb.ca**

misericordiafoundation.com

Thank you to all our supporters. We are extremely grateful for the generous donations from patients, residents, staff, families and friends of MHC.



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Please be aware that many patients, residents and staff are sensitive to chemicals - including those found in scents, perfumes and aftershaves.

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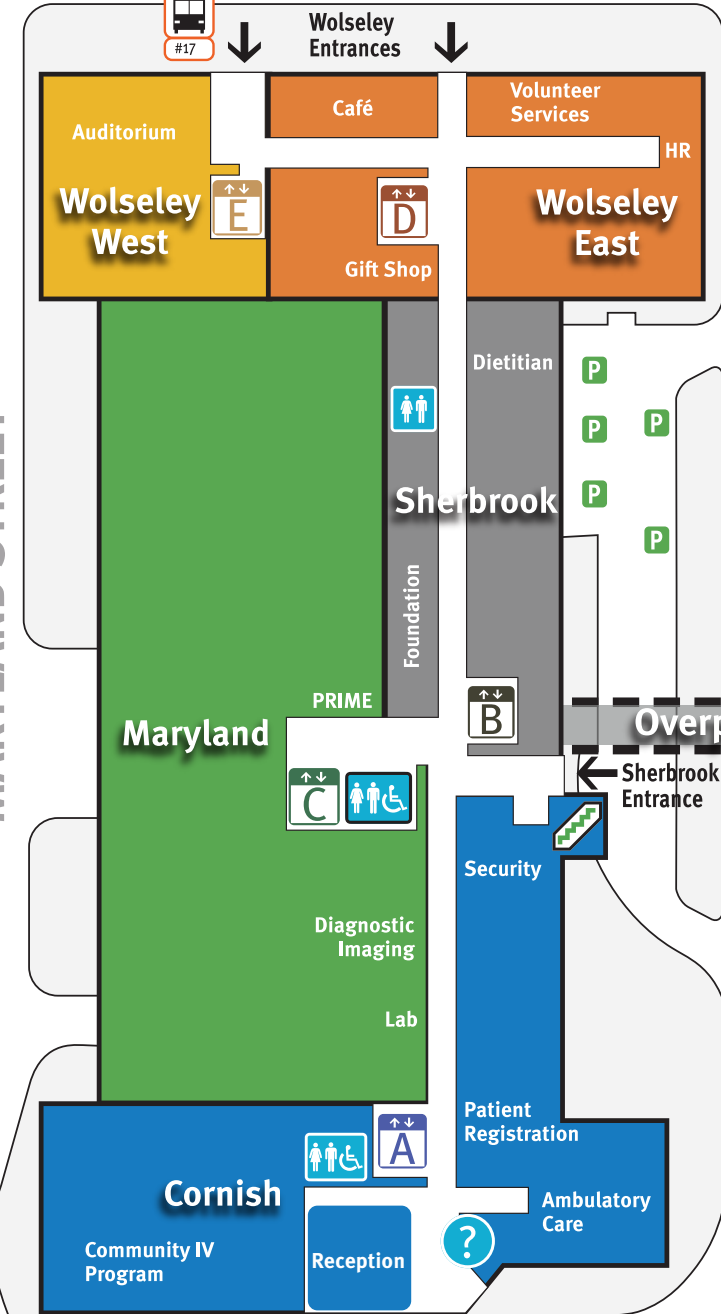
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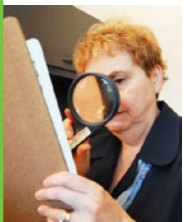
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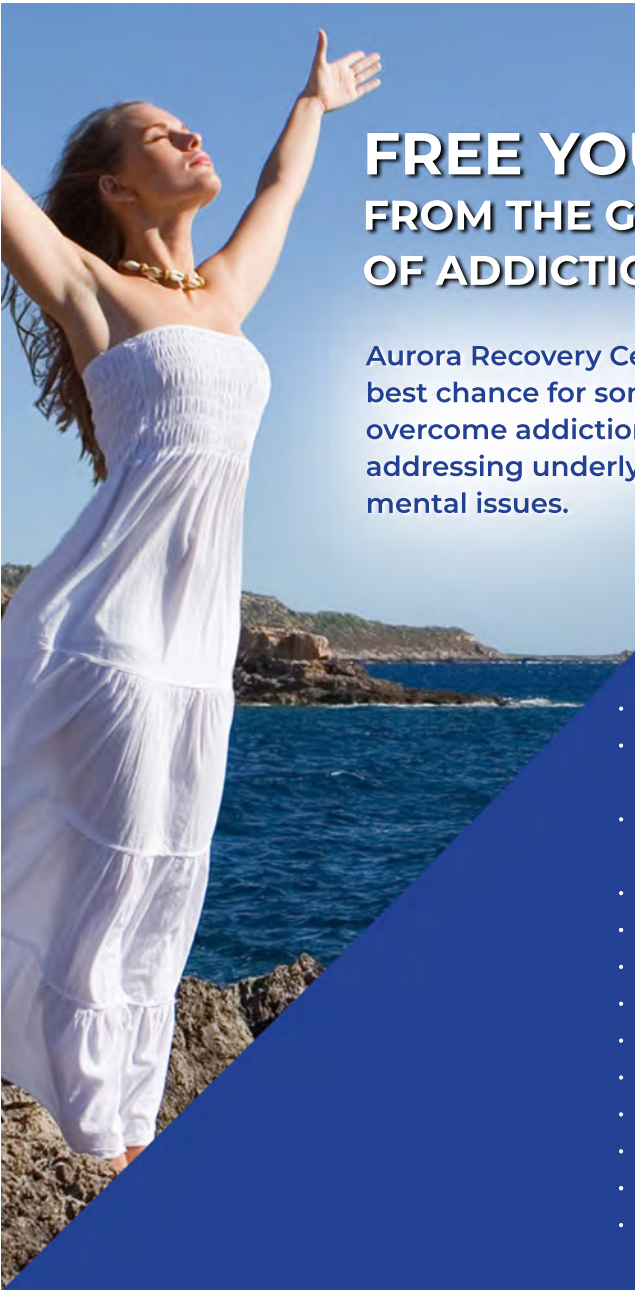
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