Spring 2018

MISERICORDIA Health·Centre FOUNDATION

CARING • RESPECT • TRUST

This newsletter is produced by the Misericordia Health Centre Foundation

Giving for a Better Tomorrow

Olga Fuga has lived a remarkable life. Born and raised in the North End of Winnipeg by parents who emigrated from the Ukraine, the 88-year-old pillar of the community was a trailblazer for women in the 1960s and 70s, serving as chair of the Winnipeg School Board, a city councillor and the first female lieutenant governor of youth in Parliament. Her work for our community continued from there as she spent many years as a board member at Seven Oaks Hospital, with the Royal Winnipeg Ballet and the Parole Board. This exceptional service would earn her the Order of Canada in 1987, followed by the Order of Manitoba in 2013.

But in 2000, this active woman experienced a health setback. One day she noticed that she was having some shadowing in one eye. The doctor found that she had a detached retina. Olga had emergency surgery to re-attach the retina, but continued to have issues with her eyes which required 11 subsequent eye-care treatments, including a cornea transplant conducted by Dr. Stephen Brodovsky in 2015, at Misericordia's Eye Care Centre of Excellence.

The experience may have slowed her down, but Olga has high praise for the care she received, and continues to receive at Misericordia, and a special place in her heart for the health-care professionals she encounters when she attends appointments.

Often while waiting for her appointments, Olga would meet people of all ages who journeyed great distances to receive outstanding vision treatment, including patients from Nunavut, Ontario and Alberta. *"I meet people from all over, who have travelled so far to see their doctor and get treatment that I see a need for more trained ophthalmologists."*

Because of her experiences, Olga chooses to donate to Misericordia Health Centre Foundation specifically to help train a new generation of ophthalmologists in the University of Manitoba Ophthalmology Residency Program. Residents have their own clinic and a wet lab where they can practice their surgical skills, a much-needed resource.

She says her positive outlook on life and dealing with her current vision difficulties comes from her mother, who always told her when she was upset, "It does not help to cry." She still leads an active life, spending lots of family time with her grown sons, along with two grandsons and two great-grandchildren.

As Olga looks back on the remarkable achievements that have made up her life, including decades of giving, she has great hope for the community and for the future of Misericordia Health Centre and its talented new residents, who will make a difference in many lives.

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29th Annual Golf Classic
Monday, June 18, 2018
Pine Ridge Golf Course

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20th Annual Misericordia Gala
Thursday, October 11, 2018
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Building on a Foundation of Excellence & Compassion

Caroline DeKeyster
President & CEO

I'm so honoured, as well as excited, to be the fifth President and CEO of Misericordia Health Centre and consider myself fortunate to transition from Chief Nursing Officer to this new role.

This is my ninth year at Misericordia, and, hard to believe, my 32nd in health care! I've held a variety of roles in the Winnipeg Health Region and have worked in both regional programs and at sites including Seven Oaks and Health Sciences Centre.

I'm so proud of Misericordia's reputation of excellence in compassion; that was a large factor in my decision to apply for the role of President & CEO.

I couldn't ask for a better foundation of engaged staff, physicians, volunteers and donors as Misericordia journeys forward.

I strongly believe that Misericordia has all the elements of success: the right people combined with our Mission, history and traditions that continually guide us to be leaders in healthy aging and ambulatory-based programs. Misericordia is very valuable in the Manitoba health system, especially with our Mission and history of providing quality, compassionate care since 1892.

For me, it's not WHAT type of care we provide here at Misericordia, but HOW we provide clinical and service excellence. It's giving that little extra. It's what comes from the heart. That's what makes us different.

I am very grateful to each and every one of our donors for supporting the Misericordia Health Centre Foundation. You have helped to make a significant difference in the care we are able to provide to our patients and residents. I look forward to connecting with donors and having the opportunity to thank you for your support.

Making an Impact in Our Community

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

As *The Future of Care,* MHC programs typically reflect the trend toward community-based care: more than 90 per cent of health care in Canada is delivered within 24 hours. Our patients come to us for specialized care – such as cataract surgery, ultrasound or CT scan, dental surgery, sleep study, seniors' health services and more – then return to their own homes the same day.

Misericordia Health Programs Centre is an interesting mix of acute-care programs unique to Misericordia and long-term care programs – all of which are designed to meet the needs of the aging population.

Unique to Misericordia

MHC cares for Manitobans through three provincial programs located only at Misericordia:

1. **Eye Care Centre of Excellence:** Have an eye emergency? Misericordia is open 24/7 for urgent eye issues. Our dynamic Eye Centre is the largest comprehensive surgical and treatment program in Western Canada. Our ophthalmologists perform an array of eye surgeries – from cataract to retinal, to corneal transplants and more – and assessments and treatments in our Buhler Eye Care clinics. Incorporated into our Eye Care Centre of Excellence are the Retinal Screening Vision Program, providing eye care for those living in First Nations and Northern communities; the Eye Bank medical lab; and the University of Manitoba Ophthalmology Residency Program.
2. **Provincial Health Contact Centre:** Our internationally-recognized contact centre operates clinical telephone programs such as Health Links – Info Santé, Dial-a-Dietitian, Manitoba Parent Line and TeleCARE TéléSOINS Manitoba – a program that supports Manitobans living with Type 2 diabetes and heart failure.
3. **Sleep Disorder Centre:** Our sleep centre includes a diagnostic laboratory, a sleep clinic – including home studies – and full treatment service. Overnight sleep studies at MHC measure patients' heart rates, respiratory effort and oxygen saturation.

Also unique to Misericordia are Easy Street and Focus on Falls Prevention Vision Screening programs:

Easy Street is a miniature community - with a car, bank machine, grocery store and putting green - designed for clients who need extensive rehabilitation after a life-impacting health change such as an acquired brain injury or a stroke. Easy Street offers a safe environment for our team to help clients re-learn the skills they need for independent living.

MHC's outreach Focus on Falls Prevention Vision Screening program – where older adults' vision is screened in care and community settings – was initiated as a research study by a Misericordia nurse, who demonstrated vision loss increases the risk of poor balance, mobility issues, and falls. This award-winning Vision Screening program helps significantly reduce the risk of falls.

Last but not Least

Rounding out our array of programs are Pediatric Dental Surgery, Ambulatory Care and MHC for Lungs.

MHC has been performing Pediatric Dental surgeries since 2005 to help reduce lengthy wait times for treatment in Manitoba. These surgeries improve the quality of life for children ages two to six.

Our Ambulatory Care clinics include casting, foot, wound and minor procedures such as the removal of a mole.

MHC for Lungs is designed to help people in the community rehabilitate and live optimally with chronic obstructive pulmonary disease (COPD), including emphysema and chronic bronchitis.

Focus on Our Aging Population

MHC's Long-Term Care team is dedicated to a holistic approach to care, ensuring our residents feel valued and an essential part of our community.

Misericordia Place is home to 100 residents in private rooms receiving quality care 24 hours a day. Residents enjoy the company of others at meals and take part in a myriad of recreational programs, such as horticultural therapy in our vast gardens, pub nights, artists at the bedside, music and memory – and so much more.

Modelled on Misericordia Place, Interim Care offers 111 residents a warm, home-like environment while they wait to get into the personal care home of their choice. Nestled within Interim Care, 16 Respite Care beds are available to allow relief for families who care for a dependent senior.

PRIME, a health centre for seniors, is a program for people with complex care needs who wish to remain in their homes. PRIME provides an alternative to entering a personal care home by offering medical care, personal care, exercise, 24-hour support, Home Care Coordination and more – all in one place.

Integral Services

Complementing our programs is an equally rich list of diverse services: spiritual health, occupational and physiotherapy, life enrichment programs, social work, diagnostic imaging and laboratory.

Also woven into the fabric of Misericordia is our Clinical Resource Team that provides 24/7 medical coverage at MHC.

Thank you!

Each year, many loyal individuals and corporations donate to the important program and services at Misericordia Health Centre Foundation. It is your selfless generosity and intentional philanthropy that allows us to continue to support this wonderful facility and the people we serve. The following gifts, pledge payments and sponsorships were received between January 1, and December 31, 2017. We apologize for any errors or omissions.

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2017 Angel Squad

The Angel Squad is an annual fundraising event held each December. For two days, the Maryland Bridge is taken over by "angels" who accept donations from drivers as they pass by, and in turn, drivers receive a complimentary Starbucks coffee or hot chocolate. Thanks to the generous support of our sponsors, donors, and many volunteers, $15,370 was raised to enhance patient and resident services and programs.

THANK YOU TO OUR SPONSORS:

Starbucks, MacDon Industries Ltd., Winnipeg Building & Decorating Ltd., Winnipeg Free Press and Quantum Graphics & Consulting

Ellen Locke

A Passion for Making a Difference

It's clear how much Ellen Locke loves her job as manager of recreation therapy at Misericordia, because working with long-term care residents means she gets to find the one thing that these special residents care about, and then make it happen.

"In my job we try to give everybody what they desire—that thing they love doing. So I kind of have the best job in the place!" Ellen tells the story of one resident who enjoys the monthly visits with the horticultural therapist so much that every time the therapist comes, he says, "This is my lucky day!"

Ellen's enthusiasm for Misericordia's programs also makes her a natural fit for her other role as campaign co-chair of the highly successful 2017 Charities Campaign.

The Charities Campaign is an annual fundraising drive in which employees raise money for the Misericordia Health Centre Foundation and the United Way. Employees are invited to make an outright gift or a gift by payroll deduction (this year's contributions amounted to $24,527). The campaign also realized an additional $6,687 through a series of fundraising events including pizza day, casual Fridays, a bake sale, 50/50 draw and a basket raffle. Ellen says the basket raffle is especially fun for staff because each department gets to put together a unique basket.

As manager of recreation therapy, Ellen sees firsthand the contributions of staff members during the annual staff Charities Campaign. She says Misericordia staff cannot underestimate how meaningful their donations are to residents of Misericordia Place, interim care residents and those in respite care.

"I think the staff believe in our programming. For the campaign to work, you have to believe in what we are doing."

Each year, a different project is chosen. This year's project was Health and Wellness, with all funds supporting programming for residents in interim and long-term care, as well as clients in the PRIME program and MHC for Lungs. More specifically, Ellen says the contributions will be used for fitness movement programs and fitness equipment, a dance therapist and wheelchair Zumba classes, among other things. *"It makes a big difference,"* says Ellen of the Charities Campaign, of which she's been co-chair for the past three years.

Ellen's passion for her work with long-term care residents is mixed with gratefulness for the experience of having served so many. After 12 years at Misericordia and many years as a recreation therapist before that, she is starting to plan her retirement.

Over the course of her career, she has always worked with older adults—a population she enjoys immensely. "About 70 per cent have some form of dementia, so to be able to reach them through music or art is huge." She mentions one resident who had suffered a stroke and could only speak five words, but when it came to music she knew, she was able to sing every word, thanks to the Music and Memory program.

Programs that greatly enrich the lives of seniors at Misericordia are supported by generous donors through the Misericordia Foundation. The programs include:

- Music and Memory
- Horticulture Therapy
- Travelling Musician
- Underground Opera
- Drums Alive
- Music Therapy
- Wheelchair Zumba
- Doll Therapy
- Art Therapy
- Pet Therapy
- Choir

Ellen says she enjoys having a role in which she can help make a difference in people's lives.

"I think in all the years I have done this job, I always think the most important thing is, you can always reach somebody. No matter how severe their dementia is, there is always going to be a way you can connect with somebody, whether it be music, art, etc. It's lovely to see them smile and see them enjoy the one thing they love to do."

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Meet our Board Chair - Lisa Stiver

To say Lisa Stiver likes to keep busy is an understatement. The new board chair of the Misericordia Health Centre Foundation works demanding hours as a lawyer, sits on a variety of committees, and volunteers for a variety of organizations in the community.

But she says her involvement with Misericordia, from board member three years ago to current board chair, has come about naturally because of her firm's long-term involvement with the health centre.

"I've always been very interested in Misericordia," says Stiver, whose law firm Thompson Dorfman Sweatman LLP provides legal services to Misericordia and has been a sponsor for numerous galas and golf tournaments. Stiver has attended the gala for many years and has numerous friends at MHC, from Kaye Dunlop of the Corporate Board, to past President & CEO Rosie Jacuzzi.

She said Dunlop and Jacuzzi approached her several years ago and asked her to become a board member—a role she happily agreed to.

At the beginning, Stiver said while she had a *"good general understanding of the organization, I've become much more knowledgeable about all the programming they provide,"* she says—for example, the Sleep Disorder Centre and the interim care program.

Stiver says she is proud of the board's hard work. *"Every individual on the board is committed to the work of the health centre, and everyone is engaged."*

One of her favourite events is the Angel Squad. While she's been aware of that fundraiser in the past, now she's an active participant.

"Our [law] office pulls together a great team for that event!"

Her goals as board chair are to raise awareness of the exceptional programs and services that Misericordia offers and stay attuned to the recent changes affecting health service delivery in Manitoba.

"What we want to do over the next couple of years is make sure we renew the significance of the health centre and its importance in our community. We want to re-affirm its role in terms of what it provides. During this period of reorganization, it's a good opportunity to bring people back to: 'This is Misericordia, this is what we have to offer.'"

In her role, Stiver enjoys that the Foundation is able to provide funding for Misericordia's unique programs. *"We are able to enhance the care provided in almost every program. I can't think of a program we haven't affected by raising funds for. Whether it's equipment, or funding for special programming, we are able to make purchases that would otherwise not be covered by operating dollars."*

When she's not busy volunteering or attending board meetings, Stiver also keeps active—she runs with a running group and her chocolate lab Lucy, golfs and enjoys cheering on her 17-year old nephew, Josh, at his hockey games.

As for how she feels about Misericordia: *"I see the good they do for everybody."*