

# Compassion During Covid-19

Reflecting back over the past year, one of the hardest challenges for everyone at the Winnipegosis and District Health Centre through the pandemic have been around the restrictions to visitations and socially distant rules, and how it has disconnected us from those to whom we would usually turn to in times of stress and sickness (our close family and friends). In March 2020, as the first cases of COVID were announced in Manitoba, the first “No Visitors Allowed” posters went up. Phone calls were made to families that stopped all visitation and social activities in the personal homes and transitional unit. “Do what you have to do, we have to keep our elders safe” was encouraged by everyone.

With the support of our community, we were able to purchase a few extra iPads. The Activity Director explained how she cried the first few times she witnessed Facetime calls between a resident and family. She ensured calls were made regularly for many residents who missed their loved ones.

As normal activities programs were halted or changed to ensure social distancing and infection and prevention rules could be applied, the staff became creative in how to continue with some of the programs that everyone loved. For Bingo, cards were laminated, tables set up in hallways, and the game was slowed down so that everyone can hear the caller, and wipe down all cards, bingo dabbers, etc. Smart TVs have been installed, so that computers and iPads can be connected, ensuring that more than one person can see a virtual mass, program, etc.

How does compassion live with our personal care home and transitional unit, especially during a pandemic? It has been demonstrated moment after moment, from all the staff, through all of this time. When masks became mandatory, the activity director would print out a large picture of herself as a badge so that residents would see her face. The staff would try their best to smile through the mask, continue to laugh, talk (a little bit louder now) and be present with the residents, as they knew they were the only people whom the residents and clients saw in person now. Even in the dining room, when residents had to spread out, staff ensured that they would take the time to talk and visit with each one, as table mates were moved away from each other.

Connection, community and compassion are at the heart of everything we do.



## BY THE NUMBERS



20 personal care  
home beds



14 hospital/  
transitional care  
beds



100% staff  
satisfaction  
at WDHC



50 staff

Winnipegosis and District Health Centre is a part of Réseau Compassion Network, a family of 15 health and social services agencies in Manitoba. Entrusted by pioneering women to bring together people of all faiths, traditions and cultures to serve Manitoba communities wherever the needs are the greatest, Réseau Compassion Network is proud to support this important work in our community.

## ABOUT US

# About Winnipegosis and District Health Centre

The Winnipegosis and District Health Centre has been providing health care for the residents of Winnipegosis and its surrounding area for over 80 years.

The Winnipegosis and District Health Centre, operating within Prairie Mountain Health, provides a licensed personal care home services for 20 individuals with access to nursing, pharmacy, nutrition support, recreation, medical, and spiritual care services.

The 14-bed, accredited hospital (currently a transitional care unit), features nurse-managed care for people waiting placement for a personal care home; respite; convalescent care; palliative care; and a bathing service for people in the community who require assistance.

The Winnipegosis and District Health Centre also houses Dr. Carleton's Medical Clinic.

As well, the Centre offers access to MBTelehealth service, and people in the community can access various health and social services, including home care, public health, mental health, limited diagnostic services, dietitian services, Addictions Foundation of Manitoba services, and chronic disease education.

Our Mission is to meet the holistic health needs of persons with care, reverence, compassion and commitment in the spirit of Christ. Inspired by the Sisters of St. Benedict's charism and mission, we are committed to:

- holistic health care which fosters the physical, emotional, and spiritual well-being of all individuals;
- ongoing collaboration to be a health care facility providing the best possible care with reverence and compassion to all persons with whom we come into contact;
- a climate within our health facility in which values, beliefs, and opinions can be expressed freely;
- respecting the diversity of cultural, spiritual, and ethnic heritage of those we serve;
- the ongoing communication regarding the goals of health care in relationship with the individual, the family, the community, and the region;
- the promotion of health through education for personal and professional growth;
- the fostering of an atmosphere that encourages and recognizes the involvement of each person; and
- the responsible management of human, physical, and financial resources of the organization.

## BOARD DUTIES & COMMITMENTS



Board meets 10 times a year



Total time commitment:  
3-4 hours per month

### Network Members

Abri Marguerite | Actionmarguerite | Aulneau Renewal Centre | Centre de santé Saint-Boniface | Ste. Rose Health Centre | Centre Flavie-Laurent | Youville Centre | Charités Despins | Gestion Providentia | Saint-Boniface Hospital | Marymound | Sara Riel | St.Amant | Winnipegosis & District Health Centre

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**Réseau  
Compassion  
Network**