



Winnipeg Regional Health Authority  
Caring for Health

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À l'écoute de notre santé

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# MEMO

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**Date:** December 5, 2024

**To:** **WRHA Home Care Staff**

**From:** **Tara-Lee Procter, WRHA Regional Lead, Community and Continuing Care**

**cc:** Executive Director, CHS - Pat Younger;  
Executive Director, HR – Christine Bonatsos;  
Director – Health Services, Home Care  
Program – Luba Bereza; Directors, Health  
Services, Community

**Subject:** **Home Care Centralized Scheduling Office**

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Beginning March 28, 2025, the WRHA Home Care program will centralize home care scheduling to one office located at 80 Sutherland Avenue and transition scheduling to 24 hours a day, seven (7) days per week service. This centralization will include staff from the After-Hours Central Intake Program housed within the Provincial Health Contact Centre (PHCC) at Misericordia Health Centre (MHC).

This centralization is due in part to an independent review of WRHA's Home and Palliative care programs completed in 2023, recommending the centralization of home care office scheduling units. The efficient scheduling of Home Care visits is a central component of delivering quality services to clients and facilitating patient flow. Home Care schedules 450,000 visits per month, and clients rely and depend on a consistent and standardized approach to scheduling home care services for their well-being and safety in the community. The move to a centralized, 24/7 model is an essential strategy to streamline workflow and ultimately improve safety and the experience of both staff and clients.

The centralized scheduling model will provide a new leadership and support structure in one location and will include day, evening and night shifts.

Positions that are affected by this new model include:

- All WRHA Home Care Scheduling Clerks currently working in each community area office (Exceptions: CIVP, Palliative Care, Priority Home)
- WRHA Centralized Staffing Office (CSO) Resource Coordinators and WRHA Scheduling Unit Lead
- Scheduling Assistants, Nursing Intake and After Hours Nurses currently working at the After-Hours Central Intake Program

We recognize the shift to centralized scheduling office will be a significant change for all home care staff, especially those directly impacted and their colleagues. We are committed to making this change as smooth as possible and supporting you throughout this transition.

Starting December 7, 2024, WRHA Home Care Leadership will visit each community area office to meet with directly impacted staff to share and discuss an overview of the new model and the scope of this change. MHC leadership and WRHA Home Care leadership will also hold meetings with directly impacted staff at MHC. The schedule for on-site visits are as follows:

Date:	Location/Room:	Time:	Intended Audience:
Saturday, December 7, 2024.	MHC/PHCC boardroom	3:30pm-4:30pm	After Hours Scheduling Assistants, After Hours Nurses and Centralized Nursing Intake Nurses
Monday, December 9, 2024.	80 Sutherland/boardroom	1:00pm – 2:00pm	DT/PD Scheduling Clerks
Tuesday, December 10, 2024	1050 Leila Ave – Rm 121	11:30 am – 12:30 pm	SO/INK Scheduling Clerks
Tuesday, December 10, 2024	135 Plaza - Rm 331	1:30 pm to 2:30 pm	RH/FG Scheduling Clerks
Wed., December 11, 2024	496 Hargrave -CSO Office	10:00am-11:00 am	CSO Resource Coordinators
Wed., December 11, 2024	280 Booth – Rm 209	1:00pm – 2:00pm	AS/SJ Scheduling Clerks
Thursday, December 12, 2024	845 Regent Ave – Rm 165	9:00am-10:00 am	RE/Trans Scheduling Clerks
Thursday, December 12, 2024	845 Regent Ave – Rm 165	10am – 10:30 am	RE/TR Scheduling Lead
Friday, December 13, 2024	170 Goulet St.–Rm 392	1:00pm – 2:00pm	SB/SV Scheduling Clerks
Saturday, December 14, 2024	MHC/PHCC boardroom	3:30pm-4:30pm	After Hours Scheduling Assistants, After Hours Nurses and Centralized Nursing Intake Nurses

Please note we have notified CUPE and MNU of this planned change and will continue to collaborate with them to finalize outstanding details. Additional meetings will be held in early 2025 to share specific details regarding the planned changes, including information regarding shifts and schedules where applicable. In the meantime, if you have any questions or feedback, please contact your manager or feel free to send your questions via email to [askCommunityHR@wrha.mb.ca](mailto:askCommunityHR@wrha.mb.ca).

We appreciate your understanding and anticipated cooperation as we move forward with this transition. Maintaining our commitment to service excellence is our top priority, and we thank you for your continued hard work and dedication in caring for our community.

Sincerely,  
Tara-Lee Procter