



Winnipeg Regional Health Authority
Caring for Health

Office régional de la santé de Winnipeg
À l'écoute de notre santé

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MEMO

Date: January 23, 2025

To: All 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; CEO, Misericordia Health Centre – Caroline DeKeyser; Director, Health Services, Provincial Health Contact Centre – Lonnie Ho; Director, Human Resources – Britny Switzer

Subject Home Care Centralized Scheduling Office

As you are all aware, 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.

We recognize that this will be a significant change for all home care staff, whether you are directly or indirectly impacted, and we know there are many you are looking for answers to questions or more information, bringing additional uncertainty to this transition.

Since providing notice in December, we have been working closely with the unions (MNU and CUPE) to confirm and finalize our transition plans per the applicable collective agreements. As this process is ongoing, we won't be able to address all your questions and concerns at once, but we are committed to sharing as much information as possible, as soon as we are able.

To that end, **starting today, Thursday, January 23**, we will provide weekly updates on specific topics related to this transition. The schedule for those updates is as follows:

- Jan 23: Introduction to the Home Care Centralized Scheduling Office (HCCSO)
- Jan 29: HCCSO leadership structure
- Feb 4: How does the HCCSO impact my role? Part 1

- Feb 11: Nursing and the HCCSO
- Feb 18: Direct Service Staff and Direct Service Nurses
- Feb 20: Communication pathways with the HCCSO
- Feb 25: After hours central intake and client support including 24/7 cancellation line
- Mar 4: After hours nursing and nursing Intake
- Mar 11: How does the HCCSO impact my role? Part 2
- Mar 18: Service standard benchmarks and dashboard
- Mar 25: Getting ready to move

These dates are subject to change based on our work with the unions, however if there are changes, we will provide notice of the adjusted dates. FAQs will also be posted here for future reference.

In the coming weeks, we will also host a virtual Open Office Hours event for all home care staff, during which you can meet directly with home care leadership to ask questions and talk about this change.

I'd also like to remind you that you can submit questions or concerns at any time to askcommunityHR@wrha.mb.ca.

We appreciate your continued understanding and cooperation as we move forward with this transition, which will ultimately improve the much-needed services we provide.

And as always, thank you for your continued dedication to serving our community.

Sincerely,

Tara-Lee Procter