



## NUTRITION AND HEALTHY EATING AT THE WEXFORD



The Food Service Department is dedicated to enhancing the quality of life for our residents. Our goal is to provide the highest quality of nutrition and food related services. We follow consistent standards of practice to meet The Ministry of Health and Long Term Care and Public Health regulations. This is achieved through a multi-disciplinary team effort in resident care and maintaining a continuous quality improvement program to meet the changing needs of our residents.

Our focus is to provide food and beverages that meet their nutritional intake requirements. In addition, we ensure that the meals are safely prepared, are attractive, and contribute to a pleasurable dining experience.

Newly admitted residents are assessed by a Food Service Supervisor/Manager in which a Dietary Profile is completed. This identifies the resident's dietary needs, food preferences and cultural/religious requirements. The Registered Dietitian will complete an Initial Nutrition Assessment to assess nutritional status, make recommendations and develop a care plan and interventions to improve or maintain a resident's nutritional well being.



**Cheryl Martin**  
Food Services Manager

The Residents' Food Committee meets monthly to give valuable insight as to the quality of the meals and services provided by the Food Service Department. Plans of action are implemented by the Food Service Supervisor/Manager to improve satisfaction with the menu with regards to residents concerns and issues. The committee also reviews the menus that are changed seasonally for both Fall/Winter and Spring/Summer to determine acceptance and popularity of the new food items. The menus are then approved and signed off by the Registered Dietitian.



**Faith Impelido**  
Food Services Supervisor

The Food Service Department continues to train staff with ongoing education and in-services to ensure quality service is provided to residents, staff, family members and visitors.

All in all, the Food Service Department works diligently to improve the efficiency of all food service operations to meet the residents' needs.

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## From Sandy's Desk



The past three years have flown by and it has been both an exciting journey and a labour of love. I'm proud of the accomplishments that we have achieved and look forward to continuing to enhance the lives of the seniors who call The Wexford home.

The year 2006 was a year of transition and change. Over the course of the year, I brought in a new senior management team and made changes to the structure including a full-time Director of Care position. I am not sure how we ever managed with just a part time DOC! I also had the new coffee kiosk re-opened in October 2006, at the request of the tenants and residents' families.

We really began to make progress in 2007. However the year started with a major flood in January 2007 on the mezzanine level, followed by another major flood in the Activity Room in July of 2007.

2008 was a very good year. We accomplished a great deal as the list below illustrates:

- ★ Annual compliance visit in 2008 resulted in no unmet standards. We believe this is the first time that we have achieved this since we acquired LTC beds in 1992.
- ★ Ministry of Labour visits in 2008 did not result in any orders being issued.
- ★ Achieved an excellent record for staff safety. Lost days due to a workplace injury were 13, compared to 994 days in 2006.
- ★ Employee satisfaction has demonstrated a steady increase over the past three years. Resident/family satisfaction has essentially remained constant over the three years, with residents generally rating their level of satisfaction higher than the family members who completed the survey.
- ★ The Wexford was one of 17 nursing homes in the Province who chose to participate in the National Falls Collaborative. To date, we have achieved a 55% reduction in harmful falls specifically related to fractures.
- ★ We continue to have 100% occupancy in both the apartments and long-term care.
- ★ Significant renovations to the Main Dining Room with a new floor, new curtains and new chandeliers. We are saving ~20,000 KWH per month with the new energy efficient light bulbs in the chandeliers.
- ★ New wheelchair accessible washrooms on the Activity Level (Main Dining Room washrooms renovated in Oct 2006).
- ★ Achieved a surplus budget in each of the last three years.

All of the above could not have been accomplished without the dedication and support of each and every staff member and volunteers in the following departments:

**Life Enrichment :**

Activationists, chaplain, social worker, volunteers

**Nursing:**

PSWs, RPNs, RNs, Nurse Managers, DOC

**Administrative Staff**

**Medical Director and Attending Physician**

**Dietary Staff:**

Dietary aides, cooks and porters

**Environmental Services:**

Housekeepers, maintenance and janitorial staff

**Physiotherapy**

**Senior Management Team**

Thanks to everyone who has worked with me to make the last three years so rewarding!

**Sandy Bassett**

**Executive Director**

# Report

## EMPLOYEE SATISFACTION SURVEY

Employee Satisfaction is a key priority for The Wexford Residence. We recognize that employee satisfaction and resident satisfaction go hand in hand. Every fall we conduct Employee Surveys to assist us in our efforts to continuously improve those factors which contribute to workplace satisfaction.

Turnout for The Employee Satisfaction Survey conducted in the fall of 2008 was strong with 68% of the workforce participating in the survey.

Employees rated 34 statements covering 5 major satisfaction categories including:

- Courtesy & Communication.
- Teamwork.
- Supervisory and Management Relationship.
- Workplace Matters: Risk Management & Safety; Scheduling; Role, Responsibilities and Priorities.
- Salary, Benefits and Learning Opportunities.

Areas of Excellence & of Strength include:

- Employees strongly agree that the work environment makes them enjoy coming to work each day.
- Safety is a priority for the organization.
- Teamwork is encouraged at The Wexford.
- The extent of courtesy shown to residents by staff.

We experienced significant improvement in a number of areas since 2007.

21 of the 34 areas survey showed improvement from 2007 with the Top Five improvements being:

- How well staff in the same department communicate with each other.
- How well staff in the same department work with each other.
- Timeliness of response to workplace risks.
- Availability of learning opportunities.

We look forward to moving forward with a focus on improvement in the following areas:

- Team Work.
- Communication.
- Fairness of Scheduling.
- Risk Management.



*Coming together is beginning.  
Keeping together is progress.  
Working together is success.*

Henry Ford

### Welcome all Tenants and Family Members.

The Food Service Department would like to extend our services for pleasurable dining for dinner in the Mezzanine from Monday to Friday. We would like to offer 20 places per day (for dinner) to tenants and residents who wish to dine with a family member. Tenants and family members would be able to purchase meal tickets from the reception desk.

At this time, we would appreciate your comments and feedback in order to go forward with this additional service. If you are interested and /or have any questions, please contact **Cheryl Martin, Food Service Manager 416 -752-8877 ext 231**. We look forward to serving you!

Cheryl Martin  
Food Service Manager

*For your dining pleasure*



**THE WEXFORD COMMUNICATOR welcomes comments and announcements that would benefit friends and families of residents and tenants at The Wexford Residence Inc., and supporters of the Wexford Residence Foundation. Our address is 1860 Lawrence Ave. East, Toronto, Ontario M1R 5B1  
T. 416 752-8877, F. 416 752-4350 Toll Free Number: 1-877-807-0810  
Website: [www.thewexford.org](http://www.thewexford.org)**

# Welcome to the.....

## NEW FACES AT THE WEXFORD



**Roxanne Dupont**  
Coordinator  
Tenants Services  
and EPC

Roxanne started her new position on February 2, 2009. She has many years experience working in the

nonprofit and cooperative housing sector and has a Bachelor of Arts Degree from the University of Ottawa.

After taking an extended maternity leave, Roxanne decided to make a career change and worked for an audio/visual engineering company. She quickly realized that her true passion was in the housing field and always had a strong desire to work with seniors, which led her to The Wexford Residence. She describes her new position as *“the best of both worlds.”* Roxanne is tenant focused and very approachable with strong communication skills. Roxanne’s office is located on the first floor and her ext. is 275.



**Elaine Rolfe**  
Social Worker

Elaine started her new position on January 19, 2009. She graduated from the University of Toronto

with a Masters of Social Work in 1985, after an 8 year career as a magazine journalist (primarily working for medical publications, including The Canadian Medical Association Journal).

Her social work career prior to coming to The Wexford was in acute care and rehab hospitals, where she helped patients with discharge planning, which often included application to long-term care facilities. She says, *“After 23 years of helping people with the challenges of hospital discharge, it’s a pleasant change to be on the welcoming side in such a caring facility.”*

Elaine’s office is located on the second floor, room 221, and her ext. is 228.



**Randy Hauth**  
Manager  
Environmental Services

Randy started his new position on March 2, 2009. He has worked in long term care for the past 5 years and most recently was the Environmental

Services Manager for Markhaven Home for Seniors. He also worked for Regency Care at two of their homes.

Randy is an engineer by profession and made the career change as he loves working with seniors and finds long term care very rewarding. Randy is very approachable, believes in team work and is very knowledgeable in a large number of areas. Randy's office is located on the first floor and his ext. is 257.

## We will miss you



**Elizabeth De Sousa**  
Day Nurse Manager

Liz has been a part of The Wexford family for the last 5 years. Her contribution to the Wexford as a whole will leave

indelible prints in the lives of staff (of all departments), residents and our families. She leaves The Wexford to move on in her career, and we will all miss her.

She was very instrumental in the success of our Falls Prevention Program, tracking each fall, following up with the appropriate intervention for prevention, and sharing this with all staff. As Infection Control Practitioner, she worked diligently to keep our facility operating within the desired standards.

Liz was a mentor to staff by the example she set in her daily work life. We wish her every success in her future endeavors.

# A Wexford Success Story



## *Paul Petroff*

Paul was admitted to The Wexford in December 2008. On admission, he had a g-tube in place and was fed daily. He was non-ambulatory and on pain medication. Paul was seen by our Physiotherapist Vino Annamalai, who started with active assistive exercises, progressing to strengthening exercises for upper and lower extremities. For assistance with balance, he started with holding the side rails and progressed to ambulation with high walker and two person assistance for about 5-10 meters. Currently he is ambulating with walker and one person assistance for 70-80 meters.

The plan was to have Paul walking again, eating regular meals thereby improving his quality of life. Paul and his family were a part of this plan and our goals were quite simple; each day we would work with Paul to help him achieve his goal of standing, walking and eating regularly. By February, with the assistance of our dietitian, Paul began to take small amounts of thickened fluids orally which he tolerated well. This progressed to small amounts of pureed foods for a brief period and then to minced food.

Paul was very motivated, and you could often hear him singing in his clear beautiful voice on the unit. This would attract staff, and you would see several staff listening to his song. Paul has now reduced his pain medications, has all his meals in the main dining room and walks with a walker. We are very proud of his accomplishments!!

## **2008 CHRISTMAS CAMPAIGN** **“SNOEZELN ROOM”**



***Thanks to everyone who contributed to our Christmas Campaign.***  
***We raised \$11,000!!***

Donors really embraced our vision to create a Snoezelen Room for our seniors. Special acknowledgment to our \$2000 donors, **Carlton Fire and Borden Ladner Gervais LLP.**

Room 745 is currently being renovated as a Snoezelen Room and most of the equipment for the room is already on site. Flaghouse Canada, our supplier, will provide an installer and certified trainers to provide customized training for our staff.

As mentioned in our Christmas newsletter, a Snoezelen Room is a multi sensory environment which incorporates equipment and materials that offer a broad range of sensory experiences. The products and equipment required for the room include bubble tubes, fiber optics, music mirrors and black out curtains.

Snoezelen is designed to offer individuals with special needs and challenging conditions the opportunity to enjoy and control a variety of sensory experiences. It is beneficial for pain control and traumatic injury, dementia, health and aging.

Our goal for the Christmas campaign was to raise \$15,000. Thanks to your generosity, we have raised \$11,000. To complete the renovation of room 745 as a Snoezelen Room and purchase all the equipment that we would like installed, we still need to raise the remaining \$4,000. Can we count on you to help us reach our goal?

Once again thank you for your generosity!

***You make a difference in the life of our seniors!***

## NEWS FROM THE FOUNDATION

**THE WEXFORD RESIDENCE  
FOUNDATION  
AND  
THE NISBET LODGE-MCCLINTOCK  
MANOR  
FOUNDATION**

**FOURTH ANNUAL GOLF  
TOURNAMENT  
IN SUPPORT OF SENIORS**

**TUESDAY, JUNE 9, 2009**



*If it goes right, it is a slice.  
If it goes left, it's a hook  
If it goes straight, it's a miracle.....*

Everybody is looking for a miracle even on the Golf course !  
The little white ball may not give you a miracle but you can  
have lots of fun making miracles happen for some very  
special people.....our seniors.

Maybe your miracle is learning to golf. No worries!  
This year we are offering free golf lessons at a Driving  
Range for would be golfers, prior to the Tournament. You  
will learn the basics of the game so that you can join us.

The format will be the same as previous years, best ball with  
tee off times using the Upper and Valley Courses. The day's  
itinerary includes various contests, silent auction, prizes and  
dinner. Remington Parkview serves up a scrumptious roast  
beef dinner with all the trimmings.

The ultimate gift for the golfer in your family is a game of Golf. This year, you can purchase a Golf Gift Certificate to give as a Mother's Day or Father's Day gift.

Just fill in the attached form below and send it to us with your payment and we will mail the Gift Certificate to you. If you need more information, contact Gwen Ramsay at [gramsay@thewexford.org](mailto:gramsay@thewexford.org).

There are many ways that you can participate and make a difference in the lives of the seniors here at The Wexford and at Nisbet Lodge. You can register a foursome, be a friend of the tournament, or donate a prize to the silent auction. Please see our sponsorship form on the back page. For Sponsorship opportunities, we would be pleased to send you our brochure for your consideration.

Don't miss an opportunity to have lots of fun golfing while contributing to a worthy cause!

A special thank you to **Achieva Health** (formerly Eglinton Bayview Physiotherapy) for being our Lead Sponsor for the second year in a row!

**Golf Gift Certificate Request Form:  
The Wexford- Nisbet Golf Tournament In Support Of Seniors  
Tuesday June 9, 2009  
Remington Parkview Golf & Country Club**

Yes, I would like to purchase \_\_\_ Golf Certificates @ \$175.00 each Name \_\_\_\_\_

Address \_\_\_\_\_ PC \_\_\_\_\_ email \_\_\_\_\_

Amount enclosed \$ \_\_\_\_\_

Cheque  Credit Card (Visa /MC) \_\_\_\_\_ Exp Date: \_\_\_\_\_ Signature \_\_\_\_\_

(make cheque payable to The Wexford Residence Foundation)

Golfer's name: \_\_\_\_\_

Greeting:  Happy Mother's Day  Happy Father's Day  Other:

## A VERY SPECIAL THANK YOU TO ALL OF OUR DONORS!

The Wexford Residence Foundation would like to take this opportunity to extend a deep heartfelt thank you to all of our donors. We appreciate your continued support:

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# WEXFORD'S FOURTH ANNUAL GOLF TOURNAMENT

This year, our Golf Tournament takes place on Tuesday June 9, at Remington Parkview Golf and Country Club. Proceeds from the tournament will go to enhancing the lives of our seniors.

You can support this worthy cause by making a donation to our Golf Tournament or by registering a foursome. Please complete the Sponsorship Form below and return before May 29, 2009.

You can also make a donation by telephone, or in person at the Wexford. All gifts of \$10.00 or more are tax-deductible and can be paid by cash, cheque or Credit Card (MasterCard or Visa)

## ***GOLF SPONSORSHIP OPPORTUNITES FORM***

***Yes, I would like to make a donation to the Wexford's Fourth Annual Golf Tournament in Support of Seniors***

*First name:* \_\_\_\_\_ *Last name* \_\_\_\_\_ *Phone* \_\_\_\_\_

*Address* \_\_\_\_\_ *Postal code* \_\_\_\_\_

*Email* \_\_\_\_\_

### **Friend of the Tournament (donation of \$100.00 or more)**

I would like to be a friend of the tournament with a donation of \$ \_\_\_\_\_

### **Hole Sponsor \$500.00**

I would like to sponsor a hole for \$500.00.

### **Silent Auction Contributor (minimum value \$50.00)**

I would like to donate an item to the Silent Auction.

### **Golf Registration: Foursome \$700.00 Individual Golfer; \$175..00**

I would like to golf in the tournament.(please send me a registration brochure)

### **Method of payment:**

Cheque enclosed (payable to the Wexford Residence Foundation)

Credit Card (Visa or MasterCard) # \_\_\_\_\_

Expiry Date: \_\_\_\_\_ Signature: \_\_\_\_\_

All sponsors will be appropriately acknowledged during the tournament and recognized in our newsletter and on our website.

For more information regarding our sponsorship opportunities, please email us at [golf2009@the-wexford.org](mailto:golf2009@the-wexford.org). Or call Irina Kurpatov at (416) 752 8877 ext 226

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