

COMMUNICATOR

Save the date...

...
Wednesday June 23, 2010.



The Wexford's Fifth Annual Charity Golf Tournament In support of Seniors

We have expanded
....more details on page 6

INSIDE THIS ISSUE:

FROM SANDY'S DESK	2
DIETARY COMPLIANCE UPDATE	3
ENVIRONMENTAL UPDATE	
NEW FACES AT THE WEXFORD ACCREDITATION 2010 CODE OF CONDUCT GUIDLINES	4
HANDWASHING FAMILY COUNCIL EDUCATIONAL PROGRAM	5
THE WEXFORD RESIDENCE FOUNDATION NEWS	6
THANK YOU DONORS LIST	7
GOLF SPONSORSHIP OPPORTUNITES REGISTRATION	8

The Wexford's Elderly Person's Centre

.....our name is changingstay tuned

"A life worth living in the pursuit of happiness, joy and pleasure and in which ones birthright remains intact." (excerpt from Philosophy for Elderly Person's Centre)

The Elderly Persons Centre (EPC) at The Wexford is truly a place where our residents, tenants and seniors in the community can gather to socialize and it is open to anyone who is 55 years of age and over. The EPC is a great place for seniors to meet with their friends and also to develop new friendships. They participate in activities that are designed to encourage growth, learning and a positive sense of well being. One such activity is Chair Yoga which is very popular with the residents. **Barbara Knapton**, one of our residents, told us that she enjoys Chair Yoga because it gives her a real feeling of "calming peace."

For the "young at heart" the EPC is the place to be. The fee for membership is just \$20.00 annually. Members can choose from a variety of activities such as:

- Fitness programs - Yoga, Chair Yoga, Tai Chi, and Line Dancing.
- Craft classes - Ceramics and bazaar crafts.
- Games – Euchre, Cribbage, Canasta or Bridge.
- Special Monthly Events - Luncheons, Warbler's Choir.
- Wellness programs - Proper Footwear.
- Monthly Educational Sessions– Preventing Falls.
- Social activities - pub nights, day trips.

The Elderly Persons Centre is led by the EPC Executive Council who meet on a monthly basis to assess current programs, discuss concerns and implement new ideas. The centre started in 1978 and is funded by The City of Toronto, the Ministry of Health and Long Term Care and The Wexford Residence.

Speaking of new ideas, we are presently looking at a new name for the Centre. Times have changed since the centre opened 32 years ago. The seniors of this generation are now called "Zoomers". They are "younger" and lead a more active lifestyle. In the minds of many of today's seniors, the word 'elderly' seem to suggest something less than active and vibrant. In January, this year, we held a contest to select a new name for the Centre. The contest was open to all EPC members. The EPC Council members together with **Sandy Bassett**, the Executive Director and **Roxanne Dupont**, the Coordinator of Tenant Services, chose a new, exciting and senior friendly name, which will be revealed at our Spring Bazaar/Health Fair to be held on Saturday May 15, 2010 in The Activity Room from 10:00 am to 2:00 pm.

Consider joining the EPS, we always welcome new members.

From Sandy's Desk



Spring is now here which is welcome news for all of us but especially for the residents who are not able to get out so easily with their wheelchairs and Walkers during the winter.

We have now arranged for a bus to take residents to our local mall, Eglinton Square, where they can shop, window shop, or just enjoy a coffee and lunch at the food court. The cost is very reasonable for us, at \$4.50 per person, and they are accompanied by a staff member from Life Enrichment. Unfortunately the bus is not wheelchair assessable, so this is not an option for all of our residents so we will still be renting a bus for outings as we have in the past. This year we plan to increase the number of outings, in addition to the visits to Eglinton Square.

Our new Director of Life Enrichment and Coordinator of Volunteer Services, **Wayne Connelly**, has great ideas that will enhance the programs and activities that we provide to our residents. I would encourage each of you to stop by Wayne's office on the 7th floor, to introduce yourself and to discuss any specific concerns you may have in regard to Activation. During Wayne's orientation, he attended a special meet and greet activity on each floor, to specifically meet all the individual residents.

I would also like to thank the Selection Committee of **Hildegard Charlebois** (resident and Chair of Resident Council), **Vicky West** (family member), **Almerinda Takahashi** (activationist), **Esther Spencer** (DOC), **John Rankin** (Manager Environmental Services), **Shelly Gorchynski** (Acting Manager and Staff Development Coordinator) and myself. I thank them for their time and assistance in selecting Wayne, whom we all know, will be a great addition to our team here at The Wexford.

I also want to publically thank Shelly for the amazing job she did as Acting Manager for the past six months. I know she really enjoyed the challenge of overseeing a new department and loved interacting with the residents on a more personal level. Thanks Shelly!

On another note, the **Senior Management Team** will be setting new goals and objectives for 2010/11 on March 31st.

Each department identifies 3 or 4 specific goals for the next year, so in total we end up with over 50 different goals for the year.

We identify our goals based on information that we receive from a variety of sources:

- Resident, Family, Tenant, Staff, EPC satisfaction surveys.
- Benchmarking data and best practices.
- Suggestions and complaints.
- Compliance Review Audits and New Regulations etc.

For 2009/10 we achieved over 80% of our goals, including renovation of the chapel, implementation of two new programs for the EPC, 25% improvement in the turn around time for work orders, held a Bible Study Program for residents, implemented a new website, achieved a 10% reduction in internally acquired pressure ulcers and completed our pandemic plan.

2010 will be a busy year with our **Accreditation Survey** scheduled for Sept 8, 9 and 10th. You will hear more in the next issue of the Communicator.

If you have any questions or concerns, please do not hesitate to contact me at x 225.

Sandy

Family /Resident Meetings with Sandy

Date	Time	Location
2010		
Tuesday, April 13th	7:00 pm	7th floor dining room
Wednesday, April 14th	7:00 pm	6th floor lounge
Tuesday, April 27th	7:00 pm	5th floor lounge
Wednesday, April 28th	7:00 pm	4th floor dining room
Monday, May 3rd	7:00 pm	3rd floor lounge
Monday, May 10th	7:00 pm	2nd floor dining room

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**

Dietary Compliance



The Ministry of Health and Long-Term Care visited The Wexford Residence in late June to review the food service operations and how we were meeting the nutritional needs of our residents. As a result, the Dietary Department received a few findings based on the Ministry Standards and Criteria for resident and nursing home services.

We implemented a Compliance action plan to meet the requirements of the Ministry Standards and Criteria. Over the past seven months, we arranged for:

- Further training and educational sessions.
- In-services for the Dietary Department, Senior Management Team, Life Enrichment Department and Nursing Department.

Extensive on-going audits were conducted and new tasks were assigned and job routines were revised.

We have implemented a relaxed breakfast, encouraging residents to arrive in the dining room between 8:00 am. to 8:45 am, according to their preference. The residents are to be served as they arrive, course by course, but table rotation is flexible to allow for this relaxed service. A new and faster conveyor toaster was purchased, to help with the flow of meal service.

We have also posted an “**ALL HANDS ON DECK**” poster in the main dining room and dining areas on the floors and in the Managers’ offices. The poster is a reminder to all departments that they have a part to play ensuring that our residents enjoy a pleasurable dining experience at all meals.

In February, all findings were resolved and we are now fully compliant with Ministry of Health and Long-Term Care standards. This has been a successful outcome with the involvement from all departments through their continuous hard work and commitment to the Wexford Residence.

Cheryl Martin

Resident/Family Satisfaction Surveys

In the fall of 2009, The Wexford Residence conducted a survey to obtain feedback from residents and families regarding care and services. We are pleased to have received feedback from 50% of our resident/family community. The information from the survey helps us identify our areas of strength and areas for improvement. Some of the highlights are presented here.

Areas identified for improvement include the variety of our menu and quality of food. Areas of strength include the cleanliness of our facility and resident satisfaction with the overall Wexford organization.

When asked how often our staff treat residents with courtesy and respect – 97% said usually/always. Overall resident satisfaction is high with 89% of residents saying they would recommend The Wexford to others. A complete copy of the survey results can be obtained from **Susan Branscombe**, Executive Assistant

ENVIRONMENTAL UPDATE

I have now been at the Wexford for 5 months and I want to thank everyone for welcoming me to your family at the Wexford, I have enjoyed being part of your team and getting to know everyone.

There has been a lot happening with the Apartments over the past few months, and I would like to take this time to thank all the Tenants for their cooperation and understanding with some of the delays. I would like to confirm at this time that the 1st round of the Government Stimulus projects has been completed.

During this time we saw the old toilets replaced with new low flow 6L units, thermostats replaced with energy efficient controllers, the paving of the driveway, all fridges and stoves replaced and a new back flow preventer was installed on the water main.

The environmental department has also purchased a new work order program which is now in operation. The new program will hopefully see a faster turn around time on any work orders that are submitted to us. Please contact **Roxanne** or myself if you are in need of any work to be completed in your apartment or residence and we will ensure the work is completed in a timely manner.

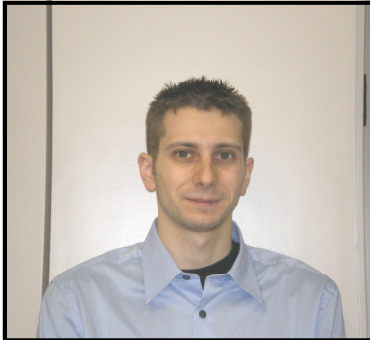
Thank you
John Rankin (416) 752-8877 ex 257



All Hands on Deck Poster

Welcome to the.....

NEW FACES AT THE WEXFORD



Wayne Connelly
Director, Life Enrichment
& Coordinator of
Volunteer Services

Wayne started his new position on Monday March 1, 2010. He was the Acting Manager for the Recreation Program of a large, 303 bed

nursing home in Ottawa before relocating to Toronto. Wayne has a Recreation and Leisure Services Diploma from Humber College in Toronto and a Business Management Diploma from Canadore College in North Bay.

Wayne is very enthusiastic, creative, results oriented and will make a positive contribution to The Wexford and more importantly, to our residents and their families.

One of Wayne's first enhancement to our programming is to have theme months. April's theme is "**Gardening**".

Wayne can be reached at extension 264.



Accreditation 2010

As part of The Wexford Residences' ongoing commitment to quality care and continuous improvement, preparations are underway for Accreditation 2010 through Accreditation Canada.

Our survey is scheduled for September 8, 9 and 10th, 2010 and involves a new program called Qmentum. The name Qmentum emphasizes quality and improvements over time (momentum) in areas related to risk prevention, planning, client safety, performance measurement, and governance.

Some of Qmentum's features include updated and new standards, a Quality Performance roadmap, a customized survey plan, a revised self-assessment and an on-site survey process, performance measures, and new accreditation reports.



Code of Conduct Guidelines

In 2009, The Wexford's Ethics Committee developed and introduced Code of Conduct guidelines for staff, residents and their families. The purpose of the guideline is to promote respectful interactions amongst all parties. The following information represents highlights from the document that is titled:

The Wexford Residence and our Relationship with Residents & their Families

We are committed to treating our residents and families with respect and providing the highest quality of care in a professional, compassionate, courteous manner, compliant with Ministry of Health and Long -Term Care regulations.

The following standards of behaviour reflect our commitment to our co-workers, our residents and their families.

We will:

- Interact with our residents, family members and co-workers in a considerate and courteous manner.
- Work collaboratively with co-workers, residents and family members to ensure the delivery of individualized care to our residents.
- Actively listen to each other, providing the opportunity to express opinions and concerns, seeking to proactively resolve conflicts.
- Provide an environment that supports privacy.
- Maintain confidentiality of resident information and of health care records.
- Promote a supportive and inclusive environment by providing equitable treatment to our residents.

An environment of mutual respect on the part of residents and family members is necessary for The Wexford team to deliver the best possible care to our residents. As such, it is important that family members and residents interact with our staff in a considerate and courteous manner.

continued next page

Inappropriate Conduct:

To ensure a respectful environment, it is important to note that the following behaviours are deemed inappropriate and will not be tolerated from staff, cognitively competent residents, family members or visitors.

- Using threatening or abusive language
- Expressing any profanity; swearing or making degrading or sarcastic comments.
- Making insulting remarks.
- Slamming doors or surfaces.
- Using physical contact.
- Yelling.

Residents and Family Members:

It is our sincere interest to understand and respond to your concerns. We encourage you to bring your questions or concerns to the attention of the Registered Staff Member caring for your family member. Should you require additional information or assistance please do not hesitate to contact The Assistant Director of Care or The Director of Care.

Just Clean Hands

The Wexford Residence continues to embrace best practices in infection control through utilizing elements of Ontario’s **Just Clean Your Hands!**

Program. The program focuses on the *how and the when* of hand washing and includes education for staff, residents, volunteers and family members.

Staff, volunteers and visitors are to clean hands following “**The 4 Moments of Hand Hygiene**”:

- Before initial resident contact or contact with the resident’s environment.
- Before any ‘aseptic’ procedure such as administering eye drops.
- After risk or exposure to body fluids.
- After resident contact or contact with the resident’s environment.

We will be providing family members and visitors with education on the *how and when of hand hygiene in Long Term Care* through a brief video presentation. Please look out for details when you visit.

FAMILY COUNCIL EDUCATIONAL MEETINGS



Residents, Family Members, Friends, Tenants, Board of Directors and Staff are invited to attend the following Family Council Educational Meetings which will be held in the Wexford Activity Room from 6:30 – 8:15 pm.

April 6 Compliance Transformation Overview
Facilitator: Karen Slater, Senior Manager, Compliance & Enforcement Ministry of Health Performance Improvement & Compliance Branch

May 11 The Ontario Government’s Long Term Care Reform Plans: Better or worse?
Facilitator: Natalie Mehra, Executive Director, Ontario Health Coalition.

June 1 Palliative Care & Last Hours
Facilitator: Dr. Jonathan Abrams, Community Doctor, The Temmy Latner Centre for Palliative Care, Mount Sinai Hospital

July 13 How to read and Understand Financial Reports in LTC Homes:What Questions to ask.
Facilitator: TBA

Aug. 10 Family Council Education
Facilitator – Family Council Program Network

For more information call: Naomi at (416) 495-0983 (Program is subject to change)

OUR EPC EXECUTIVE

President	Mary Lazazzera
Vice President	Nesta Pougnet
Secretary	Peggy Beaver
Treasurer	Peggy Beaver
Membership	Margaret Strachan
Outings	Stella Cooper
Social Coordinator	Barbara McQueen
Education	Maisie Hunt
Telephone	Anita Rankine
Arts & Crafts	Margaret Holmes

THE WEXFORD RESIDENCE FOUNDATION NEWS

2009 Christmas Campaign

\$15,000



Thank you for supporting our Christmas Campaign. Your generous donations of almost \$15,000 will help us purchase the privacy curtains to coordinate with the new Bedsreads.

As we mentioned in the Christmas Communicator, our goal is to redecorate the residents living space to create a warm and cozy atmosphere that enhances their quality of life.

This project is ongoing and we welcome any further donations that you would like to make to assist us in redecorating the resident's living space.

The Christmas Campaign and the Annual Golf Tournament are two major fundraising events. The money raised from these events helps us to achieve our goal to provide high quality care to our residents.

Presently, we are in the planning stages for this year's Golf Tournament which will be held on **Wednesday June 23rd 2010**. As in the past, the tournament will be held at Remington Parkview Golf and Country Club which has been renovated with a new

fireplace and redecorated club house.

The Wexford's Fifth Annual Charity Golf Tournament

Save the date...

Wednesday June 23, 2010

Good News

For the past four years we have partnered with **Nisbet Lodge**. This year, two new homes have joined us: **Marian Home** and **Advent Valleyview Residence**.

The Charity Golf Tournament now represents four homes with approx 500 beds!

This is exciting news as we consider the possibilities for a bigger and more successful tournament, in support of our seniors.

We need you to help us make this happen. There are many ways that you can be involved, as noted below:

- If you are a golfer, register as an individual or register a foursome.
- Become a sponsor (see the back page for sponsorship opportunities).

- Be a friend of the Tournament.
- Donate a prize to the silent auction.

Sponsorship

Achieva Health (formerly Eglinton Bayview Physiotherapy) will once again be our Lead Sponsor.

Corporate sponsorship is very key to the overall financial success of the tournament. We hope that you will consider becoming a sponsor and help us meet our goal to surpass last year's revenue. The money raised from this year's tournament will go towards the purchase of **memory boxes** for each resident's room.

The format this year will be a modified shot gun start teeing off at 8:30 am, which gives everybody time to have a great game of golf, enjoy the banquet and silent auction and get away early.



The day's itinerary will be the same as previous years, with contests, silent auction prizes and dinner with our special guest **Mark Dailey**, the voice of Citytv and with a later date in June this year, we are looking forward to great weather and a successful event.

Don't miss this opportunity to enjoy your favourite game with your friends and colleagues while supporting four Long -Term Care Homes:

Nisbet Lodge
Mariann Home
Advent Valleyview Residence
The Wexford Residence

Our Sponsorship Opportunities Registration Form is printed at the back for your convenience. If you would like more information or would like to receive a golf registration form, please call

Irina Kurpatov
416-752-8877 ext 226
 or email:
golf2010@thewexford.org

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:

Absolute Air Systems Ltd.
 Absolute Alliance
 Accent Building Sciences
 Achieva Health
 Act Ii Landscaping & Snowplowing Inc.
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 Ajayi, Tokumbo
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 Currie, Cathy
 D'souza, Naomi
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 Fergus, Madeleine
 Ferguson Family
 Fetherston, Vivienne
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 Fitzakerley, Evelyn
 Fletcher, Liz
 Forsyth, Georgina
 Foulds, Margaret E
 Foxall, Paulette
 Frame, Paterson J.
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 Frith, Charles
 Frith, Doug
 Futuremed Health Care Products
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 Gallippi-Elias, Maria
 Gauthier, Raymond
 Genovese, Bobby
 Giles, Brian
 Giles, Gary
 Giles, William
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 Gilmour, Susan
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 Gorchynski, Shelly
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 Graham, Lynda
 Gray, Dave
 Guerriero, Perry

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 Hardinge, Joan
 Haydon, Robert
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 Mckenney, Sharon
 Mckibben, Margaret
 Mcleod, Alan
 Mcmechan, Colin

Mcqueen, Barbara
 Mcqueen, Grace
 Medico Pharmacy
 Mende, David
 Mocherniak, Suzanne
 Moon, Derek
 Morra, Lorenza
 Murray, Derek
 Neilson, Anne
 Norris, Beryl
 Norton Mcmullen & Co. Llp
 Oakley, Mildred
 Onge, Jeanette St.
 Ontario Power Generation
 Orr, Florence
 Ouhingwan, Gilbert
 Panossian, Gerard
 Pantar Developmetns Inc.
 Paul O'connor Funeral Home
 Penno, Astrid W
 Persad, Rozanne
 Pesce, Angelo
 Pitson, Olive
 Porter, Eleanor
 Powers, Marie
 Precision Property Management
 Pringle, Grant
 Pringle, Patricia
 Rainforth, Louise
 Ramlakan, Michelle
 Ramsay, Gwendolyn
 Rankine, Anita
 Reed, Gordon
 Reeves, Marion
 Reid, Lois
 Reid, Robert
 Research House
 Responsive Health Management Group
 Retired Prudential Employees Association
 Richardson, Chuck
 Richardson, Edgar
 Richardson, Shane
 Rivers, Heidi
 Roberts, Kimberly
 Robbertsen, Catharina
 Robbertsen, Judith
 Roberts, Ruby
 Robinson, Verna
 Rolfe, Elaine
 Romanchych, Lynn
 Rubio, Benjamin
 Rusak, Paula M
 Simone's New Look Painting & Contracting Ltd.
 Sinclair, Williamina
 Siriska, Colleen
 Sivapalan, Jeyaluxmy
 Smart Circle International Co.
 Smith, Anne
 Smith, Beatrice
 Sodexho
 Solmon Rothbart Goodman Llp
 Soroc Technology Inc.
 Spalding, Donald
 Staff Liaison Committee
 Staff Relief
 Stafford, Margaret
 Stirling, Carole

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 Stramaglia, Laura
 Strome, Linda
 Struthers, Georgina
 Stubbs, Kathleen
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 Sunbright Linen Services Inc.
 Sunega, Susan E
 Szakal, Roza
 Takahashi, Almerinda
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 Thomas, Doreen
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 Wheatley, Jean
 Whiffin, Eileen
 White, Barbara
 Wilcox, Mike
 Wiley, Catherine M.
 Wilson, Gloria
 Wilson, Nancy
 Wirt, Roseanna
 Wong, Brenda
 Woods, Mildred
 Wright, Lorne and Linda
 Wright, Sandra
 Wynn, Emily
 Yeghyayan, Hary

The Wexford's Fifth Annual Charity Golf Tournament
 Wednesday June 23, 2010
 Remington Parkview Golf & Country Club

SPONSORSHIP OPPORTUNITIES REGISTRATION FORM

BENEFITS OF SPONSORSHIP

Sponsors will be appropriately acknowledged as follows:

- **During the Tournament**
- **On the website of all four homes**
- **In the newsletter of all four homes**

SPONSORSHIP OPPORTUNITIES

TOURNAMENT SPONSOR \$ 4000

- Naming Opportunity.
- Complimentary threesome with Mark Dailey.
- Company Banner (supplied by sponsor) displayed on site.

BANQUET SPONSOR \$ 2,000

- Two complimentary golf passes.
- Recognized in program.
- Discounted golf fees: \$150.00 for each additional golfer.

GOLF CART SPONSOR \$1,500.

- Signage and recognition on each golf cart.
- One complimentary golf pass.
- Discounted golf fees: \$150.00 for each additional golfer.

PRIZE SPONSOR \$1,000

(for winners of the Tournament contests)

- Recognized in program.
- One Complimentary golf pass.
- Discounted golf fees: \$150.00 for each additional golfer.

HOLE-IN-ONE SPONSOR

- Discounted golf fees.
- Name on the hole.

HOLE SPONSOR \$500.

- Hole signage.
- Discounted Golf Fees: \$150.00 per golfer.

FRIEND OF THE TOURNAMENT (donation of \$100.00 or more)

- Tax receipt.

SILENT AUCTION CONTRIBUTOR (minimum value \$50.00)

- Donor's name on the silent auction table.

YES, I WANT TO BECOME A SPONSOR!

Company/Individual _____

Address _____

Postal code _____ Phone _____

Email _____

Please accept my sponsorship gift of \$ _____ for:

Tournament Sponsor. Banquet Sponsor

Prize Sponsor. Hole Sponsor.

Friend of the Tournament.

Method of payment:

Cheque (payable to Wexford Residence Foundation)

Credit Card(Visa/ Mastercard) _____

Expiry Date: _____ Signature _____

For more information regarding the Golf Tournament please email us at golf2010@thewexford.org or call Irina Kurpatov at 416 752-8877 X 226