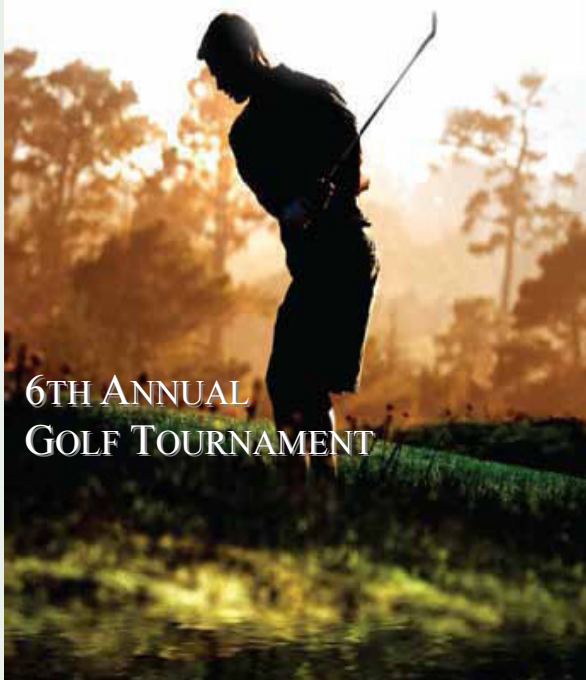


COMMUNICATOR

Wednesday, June 22, 2011



6TH ANNUAL
GOLF TOURNAMENT

Don't miss an opportunity to have fun golfing while you support our seniors !

More details on the back page.

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RESIDENT SATISFACTION MATTERS

Resident satisfaction is what we are all about. The Wexford is home to its' 166 residents and as such, we want it to be as homelike as possible. In many ways this is their own home away from home. We know that we can never recreate the atmosphere of their own home but we want to make this home as comfortable as possible.

Some of you may know that the Ministry of Health and Long-term Care has classified all the nursing homes in the Province into one of three categories...A, B or C, based on the design standards now in place for new homes. Brand new nursing homes are 'A' facilities. They have large rooms, with fully wheelchair accessible washrooms, wide hallways, individual thermostat control of room temperature, on-unit dining rooms and on-unit balconies.

'C' facilities like The Wexford, which was built in 1978 does not meet the 1999 design standards and so our residents and staff have to cope with small rooms, small washrooms, narrow hallways, dining on the main floor (except for floors 2, 4 & 7 which have unit based dining rooms) and building temperatures that either seem too hot or too cold.

'B' facilities have some of the newer features but also have retained some of the older features and so are in-between the 'A's and the 'C's.

I believe The Wexford despite its age and challenges, is one of the premier nursing homes in the Province. Our staff is second to none. They treat the residents like family and have a passion for what they do.

The senior management team provides strong leadership to their departments and for the most part, the home runs extremely well.

Which brings me back to resident satisfaction. I would really like to know what would make The Wexford more homelike and increase the satisfaction for the residents and their families.

Cont'd on page 4

FROM SANDY'S DESK



This month I want to share with you new information that we have just begun to receive from **CIHI (Canadian Institute for Health Information)** regarding the quality indicator data that we submit electronically to them on a quarterly basis. All nursing homes in the Province must now

submit this data and this allows us to compare ourselves to other nursing homes and to the Provincial average.

Fida Al Khatib is our MDS-RAI Coordinator responsible for this initiative which began for The Wexford in 2009. (Other nursing homes had other start dates ranging from 2006 to 2010). The tool that is used is an extensive assessment of resident

care using objective data. This data has also been adjusted by CIHI to reflect the varying levels of acuity at each nursing home in the Province, so it is an apple to apple comparison.

The 35 quality indicators that we are required to report on by the MOHLTC are shown compared to the Provincial average for the same time period. We are at or better than the Provincial average for 32 of the 35 indicators or 91%. Overall, we are very pleased with our initial results, however we believe in continuous quality improvement.

If you have any questions or comments about any of this information, please do not hesitate to call me at (416) 752-8877 ext 225 or email me at sbassett@thewexford.org.

HERE ARE THE HIGHLIGHTS OF OUR NEW STRATEGIC PLAN 2011-2013

Mission The Wexford is a vibrant residence providing long-term care, seniors' housing and programs for active seniors in the community.

The Wexford provides residents with person-centred, high quality, safe and compassionate care within their home promoting quality of life dignity and independence.

Vision Champions for enhancing quality of life.

Values Respect Teamwork Responsiveness

STRENGTHENING COMMUNITY

In pursuit of this Strategic Direction, The Wexford Residence will seek to achieve the following:

- Using partnership and service expansion opportunities to provide innovative programs and services that contribute to the quality of life of residents, tenants and clients.
- Enhancing the culture of caring, safety and quality Improvement.

RENEWING TODAY'S BUILDING - SECURING TOMORROW'S FUTURE

In pursuit of this Strategic Direction, The Wexford Residence will seek to achieve the following:

- Developing options for the redevelopment of The Wexford
- Balancing the demand for current and future capital resources
- Maintaining a quality physical environment

ENGAGING COMMUNITY MEMBERS

In pursuit of this Strategic Direction, The Wexford Residence will seek to achieve the following:

- Enhancing the culture of collaboration and recognition.
- Supporting staff in their work.
- Engaging families.
- Assisting the Tenants' Association

C. Quality Indicators (QI)

Page by: Province: Ontario/Wexford Sector: Residential Metrics: Adjusted Rate

Province	Indicator Category	Indicator	Fiscal Quarter	2010 Q3	2010 Q3
				Ontario	Wexford
Ontario	Physical Function		Ontario	Oct-Dec	Oct-Dec
		Worsened late-loss ADL		18.8%	19.0%
		Improved or remained independent in mid-loss ADL		33.0%	42.4%
		Improved or remained independent in early-loss ADL		25.3%	31.5%
		Improved late-loss ADL		13.0%	17.9%
		Worsened or remained dependent in mid-loss ADL		34.0%	32.1%
		Worsened or remained dependent in early-loss ADL		36.7%	30.8%
		Worsened ADL		32.9%	30.7%
		Worsened locomotion		16.9%	16.5%
		Improved locomotion		13.8%	18.4%
	Psychosocial Function				
		Worsened behavioural symptoms		13.7%	15.1%
		Improved behavioural symptoms		13.1%	16.4%
		Worsened cognitive ability		11.5%	12.4%
		Improved cognitive ability		7.9%	13.9%
		Worsened communication ability		10.1%	9.2%
		Improved communication ability		10.4%	20.1%
		Has symptoms of delirium		21.9%	37.0%
		Worsened mood from symptoms of depression		25.7%	25.1%
	Safety				
		Taken antipsychotics without a diagnosis of psychosis		34.2%	34.3%
		Has fallen		13.6%	12.7%
		Has one or more infections		10.5%	7.5%
		Has a stage 2 to 4 pressure ulcer		6.9%	7.6%
		Worsened stage 2 to 4 pressure ulcer		2.8%	3.9%
		Has a new stage 2 to 4 pressure ulcer		2.6%	3.4%
		Daily physical restraints		16.3%	22.4%
		Worsened/unchanged respiratory condition		13.6%	8.5%
	Other Clinical Issues				
		Has an indwelling catheter		3.1%	0.6%
		Worsened bowel continence		15.9%	17.8%
		Worsened bladder continence		20.8%	37.4%
		Has urinary tract infection		5.6%	3.0%
		Improved bowel continence		15.8%	30.6%
		Improved bladder continence		11.0%	13.5%
		Has a feeding tube		3.4%	5.5%
		Has pain		12.0%	8.9%
		Worsened pain		11.9%	11.5%
		Has had weight loss		6.8%	1.9%

RESIDENT SATISFACTION MATTERS cont'd
from page 1

Each year we do a resident/family satisfaction survey and we consistently score between 77-79% on the question “Overall, would you recommend The Wexford to a family or friend looking for long-term care?”

I would like to know what we can do better? How can we, not just meet but exceed your expectations given the limitations of our facility? Please feel free to call (416-755-5782) or email me (sbassett@thewexford.org) with your thoughts or suggestions. I am always available to meet with you in person at your convenience.

I now want to share with you some of the improvements that we have planned for the next few months.

Carpeting has just been removed from the common areas on the 7th and 6th floors and our goal is to have all the carpet removed from all the residents’ rooms by this time next year.

We are implementing a **new direct-in-dial phone system** which will greatly improve your ability to contact us as I know this has been a source of frustration for family members over the years.

We are purchasing **new furniture for the 3rd floor lounge** (chesterfield sofa and two wing chairs).

New wheelchair accessible washroom is planned for the 3rd floor.

The **new unit based dining room for the 3rd floor** has been delayed. We are still awaiting approval from the City of Toronto to convert an existing apartment to a dining room. I do expect to hear their decision in the next few weeks.

We purchased 20 new **comfortable chairs** for the residents rooms (if they did not already have one) as part of our Christmas Fundraising Campaign and I plan to purchase another 20 chairs with the proceeds from our June 22nd Golf Tournament.

You will also notice that **keypunch code boxes** are being installed on all the stairwells in the building. This is required under the new Long Term Care Homes Act, 2007 and will be attached to **our new nurse call system** which is just being completed.

Finally, you may have noticed that there **are wall mounted computer terminals** on the 2nd and 3rd floor. This is for the PSW’s to document on and will replace their flow sheets and pens for documentation.

We also have a number of capital projects on the go which affect the tenant side of the building and include:

- Installation of new energy efficient windows.
- Conversion of bathtubs to a walk through model.
- Installation of new windows in the lobby atrium, above the old reception area and above the library in the Activity Room.
- Balcony repairs.

All in all, life is very busy here at The Wexford and I ask your patience as we continue to improve the environment and make it a real home for our residents and tenants.

Welcome to... *NEW FACES AT THE WEXFORD*



Praveenaa Sivapalan
Administrative Assistant

Praveenaa is our new Admin Assistant in the Main Office. She started her position in March this year. Praveenaa graduated from the University of Toronto with an Honours Bachelor of Science degree in 2010, with majors in

Psychology and Health Studies. She has many years of volunteer experience in nursing and retirement homes. Her work at the University has led her to apply for this position at the Wexford. Praveenaa can be reached at ext. 262

Congratulations

Grace Arnedo has taken the position of Executive Assistant to Sandy Bassett, Executive Director. Grace was formerly the Administrative Assistant in the Main Office. She has been with the Wexford since 2007.



Grace Arnedo
Executive Assistant

Jacquie is the new Day Nurse Manager. She was formerly the 3rd floor Charge Nurse. Jacquie has 18 years of service in the nursing department at the Wexford.



Jacquie Cornwall
Day Nurse Manager

LIFE ENRICHMENT NEWS



Annual Family Picnic

We have decided to cancel this year's annual family picnic because our back garden, our usual venue is a construction site, as new windows are being installed in the tenants' apartments.

However, we are organizing extra outings throughout the summer.

June:

Toronto Blue Jay's baseball game.
Strawberry picking at Whittamore's Berry Farm.

July-August:

Picnic Lunches -The Life Enrichment team will be coordinating various floor specific outings.

2nd Annual Fall Harvest Social

Friday
September 9th
4:00 pm - 8:00 pm.

Residents and families will be treated once again to roasted corn on the cob, country dancing, games and much more. In mid August we will be mailing out invitations to this fun filled event.

Stay tuned for our summer calendars for many more activities and events taking place at the Wexford.

THE WEXFORD RESIDENCE FOUNDATION NEWS

HIGHLIGHTS OF THE WEXFORD RESIDENCE FOUNDATION FIRST FUNDRAISING DINNER GALA

On Saturday April 9th, the Wexford Residence Foundation held it's first Fundraising Dinner Gala with Ron Brown as the guest speaker.



Ron Brown, Milton Orris Sandy Bassett Brad Duguid MPP, Cecil Persaud, Mary Ellen Trimble and Tahir Shafiq

It was a successful debut. The dining room was transformed into an elegant venue for the occasion, complete with fine dining, seating and dinner ware

from Chairman Mills and floral arrangements from DaVinci. Together with the superb entertaining music of Pianist **John Roby**, created a wonderful welcoming atmosphere for our guests. The Gala was well attended. 104 guests including our Dinner Sponsor **Paul & Margaret O'Connor**, **Brad Duguid MPP**, several of our corporate partners, Wexford board members, tenants, family members and friends as well as Wexford staff.



Sandra Wright, Berthe Diduch, Nesta Pougnet, Arlene Etches and Mike Fascone (Wexford Tenants)

Guests visited with friends as they checked out the silent auction and indulged in wine tasting.

Our MC **Milton Orris** kept the program running smoothly. Ron Brown's slide presentation, **"100 Unusual things to see in Ontario"** was well received.

John Rankin, our Chef treated us to a lovely menu. The main course was a Cornish hen done to perfection served with a medley of vegetables.

Sandy Bassett announced that the Wexford is the 2011 National Health Care Safety Award winner, presented by the Canadian College of Health Leaders. She congratulated the members of the Occupational Health & Safety Committee and noted that four of them will be going with her to Whistler BC, to receive the Award on June 5th



Cecil Persaud, Milton Orris (MC) with Sandy Bassett, Almerinda Takahashi, Roger Hickling, Grace Arnedo, Daisy Lin and Wayne Connelly

We were pleased to see the Wexford community corporate partners, tenants, board members, family members, staff and friends of the Wexford come together to support our first fundraising gala.

The event raised over \$16,000 which will go towards the planning needs of the Wexford.

A big thank you to everyone who supported us. Together we made it a success!

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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 Accent Building Sciences
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 Wheatley, Jean
 Whiffin, Eileen
 White, Barbara
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 Wilson, Gloria
 Wilson, Nancy
 Wirt, Roseanna
 Wong, Brenda
 Woods, Mildred
 Wright, Lorne And Linda
 Wright, Sandra
 Wynn, Emily
 Yeghyayan, Hary



Once again the Wexford will be partnering with Nisbet Lodge, Mariann Home and Valleyview Residence for our 6th Annual Charity Golf Tournament at Remington Parkview Golf and Country Club. The format for the tournament will be the same as last year– modified shot gun start, teeing off at 8:30 am.

This year’s sponsors are:
Achieva Health: Tournament Sponsor
Medical Pharmacies: Banquet Sponsor
Shoppers Home Health Care: Prize Sponsor
CIMS: Silent Auction Sponsor.
 We are off to a good start and look forward to another successful year.

We still need to fill the **Golf Cart Sponsorship** which is \$4,000. This sponsorship can be shared by two suppliers. (\$2,000 each)

- There are three ways you can help us make this another successful Golf Tournament .
- Be the Golf Cart Sponsor or share it with another supplier (\$2,000 each).
 - Register a foursome
 - Be a Friend of the Tournament.

Golf Registration Form

YES, I WANT TO BE A SPONSOR!

Company _____

Address _____

Postal code _____ Phone _____

Email _____

Please accept my sponsorship gift of \$ _____ for:

- Golf Cart Sponsor.
- Hole Sponsor. Friend of the Tournament
- I would like to register a foursome**

Name _____

email _____ Phone _____

Name _____

email _____ Phone _____

Name _____

email _____ Phone _____

Name _____

email _____ Phone _____

Method of payment:

- Cheque (payable to Wexford Residence Foundation)
- Credit Card(Visa/ Mastercard)

Expiry Date: _____

Signature _____

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.

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 Website: www.thewexford.org
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