

THE WEXFORD Communicator

NOVEMBER / DECEMBER 2013



Open House & Bazaar



THE WEXFORD RESIDENCE celebrating 35 years Caring for Seniors, held an Open House and Bazaar on Saturday, September 21st. The Open House was organized by staff and volunteers of the Foundation and Residence and the Bazaar was organized by the tenants. Visitors enjoyed the event and had a good time seeing first-hand what The Wexford Residence has to offer.

Visitors had many exciting items to vie for at the Bazaar which was held in the Active Seniors' Centre. Volunteers, tenants, their family members and staff worked for weeks soliciting items and getting the Bazaar ready. Volunteers also provided sandwiches and beverages for a modest fee. Everyone was really happy with the outcome and \$1,365 was raised.

Sessions on how to choose a nursing home were offered twice during the morning and afternoon as were tours of the facility. Both were well attended. Visitors interested in independent living apartments and active seniors' centres were also provided information and tours.

A big hit with visitors, tenants, residents and family members were the two Tai Chi demonstrations that were organized by instructor William Duong. Everyone was invited to participate even if they had never participated in Tai Chi before. This healthy activity made for fun, laughter and camaraderie.

Despite the inclement weather, the Open House and Bazaar was a great success.



Tai Chi – Led by Instructor William Duong provided a healthy activity for all to join in.



Some of the attendees at the Open House and Bazaar paused a moment to have this group photo taken.

Accreditation 2013 “Exemplary” Standing

IN SEPTEMBER, The Wexford Residence was surveyed by two surveyors from Accreditation Canada. They spent three days on-site evaluating the quality of care and services provided to our residents. This is a voluntary process and is one that the Board of Directors requires us to participate in, as they are committed to ensuring that the quality of care we provide to our residents is of the highest quality and meets national standards of excellence. These standards examine all aspects of health care, from resident safety and ethics, to staff training and partnering with the local community

The Wexford Residence received an “exemplary” award and the Board, leadership team, physicians, staff and volunteers are all very proud of this accomplishment. Thanks to all the residents, staff and family members who participated in this survey.

The Wexford is a learning organization. We value the feedback from our peer surveyors and we will be implementing their suggestions over the next few months. These include decluttering of storage areas, resident/family education on medications, written drug information for families, and fire safety training for staff. They



also noted that although communication throughout the organization is very good, there is always room for improvement. If you have any suggestions on how to enhance communication with families, please forward these to Sandy Bassett at sbassett@thewexford.org or call her at 416-752-8879.



The surveyors wrote:

“The home has many opportunities to receive input from its residents, family members, and staff. Resident and family councils are active in the home. Residents and their family members spoke positively about the care and services that they receive, as well as about the communication in the home. During the on-site survey, families and residents consistently stated that they felt the home provided a caring environment.

There are many successful multi-disciplinary clinical programs. These include a wound care program, palliative care program and psycho-geriatric program. These programs are implemented by a caring and dedicated care team. This team is led by excellent clinical leaders.”

Our next on-site survey will be in 2017 and over the next four years we will continue to live our mission “to be a vibrant community 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”.



THE WEXFORD RESIDENCE FOUNDATION

presents the First Issue of the

**NEWLY-DESIGNED WEXFORD
Communicator**

Our thanks to all contributors, and to Howard Attewell of Electric Design Co.

Watch for the 2014 issues coming in Spring/Summer/Fall/Winter



Campaign Extended For New Dining Rooms



AS A FRIEND of The Wexford Residence you may recall that our Christmas Mail Campaign last year was to help raise funds to construct 2 new dining rooms to serve the residents of our 5th and 6th floors. This project was to run over 2 years. We had hoped to begin construction this fall on one of the dining rooms with the other to follow. However, we did not reach all of our goal and so have extended our campaign to include this year's mailing and into events planned for the new year.

We're looking for Christmas Angels this Christmas Season – donors who are able to help us by making a financial contribution to support the construction of these new dining rooms. Many seniors would benefit by having their dining area on the floor where they live and with the continued help of our readers we can

build one dining room in 2014 and the other one in 2015.

Your gift, large or small, when coupled with the gifts of others, multiplies quickly and our seniors benefit immediately from your generosity.

Over the past seven years our residents have become much less mobile and most of them today arrive in the main dining room either in a wheelchair or using a walker.

The Wexford has a great need to put dining rooms on the 5th and 6th floors to accommodate almost 60 wheelchair bound residents who spend up to 2 hours daily waiting for elevators to take them to and from the main dining room on the ground floor. The long wait is often very stressful for some residents.

These new dining rooms will really make life easier every day for these residents, giving them a pleasing en-

vironment in which to have their meals, more time to partake in programs that enhance their daily living and staff will have more time to attend to their personal needs.

We do hope you will consider yourself one of our Christmas Angels and fill out the donor reply form below and return it to The Wexford Residence Foundation in the enclosed postage paid envelope. A tax receipt will be sent to all donors.

Thank you for your kindness and wishing all of our readers a very MERRY CHRISTMAS.



YES! I want to be a Wexford Christmas Angel

THE WEXFORD RESIDENCE FOUNDATION
1860 LAWRENCE AVE. E., TORONTO, ON M1R 5B1

HERE IS MY DONATION OF:

\$200 \$150 \$100 \$75 OTHER \$ _____

A receipt for tax purposes will be issued to all donors.

Name _____
Address _____
Postal Code _____



CHARITABLE BUSINESS NUMBER #118820216RR0001

Cheque Visa MasterCard

(Make cheque payable to The Wexford Residence Foundation)

CARD NO. _____

EXPIRY _____

SIGNATURE _____

E-mail address optional

Thank you for your support!
For 35 years community support has made
a difference in the lives of our Seniors!



FROM THE Foundation




HELLO EVERYONE:

My name is David Barker and I am the Chair for the Foundation Board of the Wexford. Our purpose is to raise funds for the Foundation and to finance different projects or items that are not covered in the day to day running of our great home. My father was in the Wexford for almost 7 years. Part of the time in the apartments and the remainder on the 4th floor sharing an area with our friend George. The loving people and the care that he received through those years brought me to want to help with this facility.

I went to the golf fundraiser and met some very nice people who were on the Board and they asked me if I would be willing to help out. The Board Chair at that time was Mary Ellen and she took me under her wing and showed me the ropes on what was needed to make life better for the people who call this place home. After 2 years she stepped down and I was asked to take the helm. We are very fortunate to have 7 very nice car-

ing people who volunteer their time to work on finding money and/or items that will help us make life easier for the residents.

We do our usual fundraising at Christmas and our golf tournament in June, that adds to the bottom line, but we also talk to and work with outside

The loving people and the care that he received through those years brought me to want to help with this facility.

people and companies as well. In the last year we've had Eglinton Square donate the coins out of the fountain that people make wishes on. We had the Royal Canadian Legion donate the money for 2 mobile pressure cuffs to help the nurses make it more comfortable for people to have their vital signs taken. As well, the F.K. Morrow Foun-

datation donated funds for a Sara Lift.

Our fundraiser employee that we hired to help us, Mary-Ruth, has been very busy getting items donated for our auction at the golf tournament as well as contacting companies looking for donations. She has been a big asset to us this year.

All of this being said, we are asking you to become a Christmas Angel and help fund 2 new dining rooms. These dining rooms will make it easier for everyone to be served meals and not have to be moved around. I have witnessed firsthand the frustration of our older generation. How exhausted they are by the time they get to their meal and back to their room that they have a hard time functioning the rest of the day. This makes it a lot harder on them as well as the Nurses and Volunteers who try to make them more comfortable. (Please see page 3).

Your gift whether large or small, will help us get this project moving forward in January. I hope everyone has a great holiday and a happy Christmas season.



Life at the Wexford!

On March 1st 2009 my life changed forever. Let me explain!

MY HUSBAND CLAYTON and our only child Andrew, who after having gone through the anguish and heartbreak of ALS, had passed into God's Keeping.

What do I do now? I was alone in the world - no brothers, sisters, aunts or uncles.

Thankfully, I do have a wonderful daughter-in-law, Elizabeth. She is my life-line. Even when she is out of town, my phone rings and she says just the right words to help me face a new day.

The Reverend Ian Noseworthy, who at the time was the Rector of the church of St. Jude, guided me to a place on Lawrence Ave. East, called THE WEXFORD. I am so grateful that he did!

I entered the front door and could see people sitting just to the right of me – sipping coffee, eating muffins, and having what appeared to be serious discussions mixed with moments of laughter. "Hello" A voice called out – "Come on over!" I did just that. I knew somehow, I was in my "Second Home".

I settled in on the 6th floor. Did I say settled? Well, where do I put everything – the books, the pictures, the pots and pans? The list went on and on. The answers came – the wonderful staff and tenants helped guide me in the right direction.

It didn't take long before I was asked to join in the activities – the dinners, the bus trips.

(I loved St. Jacobs!), the trips to Casino Rama and so much more! I became part of life at the Wexford! The good life with such good souls who became my friends.

All of this was wonderful, but I must tell you that some of my happiest times,

then and now, were sitting - chatting and listening to residents and their families. Family members often brought me treats and some still do. Listening is so very important to us all, tenants and residents alike. So friends, always take time – even a moment or two - to listen to your family and friends.

There are great exercise programs, lovely hairdressers, Anna Chen and Juliet Ganesh in the beauty salon on the Activity Floor on certain days. Anna has come to my rescue occasionally. Poor soul, what a job for her that must be!

The tenants have catered dinners brought in on Monday and Thursday evenings that are so wonderful and so

"A friend is the one who comes in when the whole world has gone out"

kindly arranged by Margaret Strachan.

When I was asked by Sandy Bassett to go on the Board of Directors, I was almost terrified. Me? Was I capable enough to be part of this wonderful group of people?

They accepted me and I am so thankful for this tremendous learning experience. For hearing and seeing first hand the wonderful accomplishments and plans for the future of the Wexford family.

Recently, I was so kindly included in a trip to the Remington Parkview Golf & Country Club in Markham. No, not to play golf, but to share in the Strategic Planning

Session, where hopes, concerns, ideas and suggestions were covered so efficiently.

The Wexford, dear friends, is indeed blessed to have caring staff that dutifully watch over residents, tenants and everyone in between so capably. Caring is a wonderful part of the Wexford's Seniors Residence. For instance, a very good man, Eugene Scott with concern for a young woman, a staff member from the Philippines, voluntarily collected donations to let her know that she is loved and that her family and all those families are remembered. Thankfully, she tells us they are safe.

We are blessed here at the Wexford – indeed in Canada to live in this great land and to call The Wexford "Home"

To close, I'll pose the question: What is a friend?

An English publication offered a prize for the best definition of a friend and among the thousands of answers received were the following:

"One who multiplies joys, divides grief and whose honesty is inviolable"

"One who understands our silence"

"A volume of sympathy bound in cloth"

"A watch which beats true for all and never runs down"

Here is the definition that won the Prize: *"A friend is the one who comes in when the whole world has gone out"*

Thank you, one and all, for always being there to lend a hand and a kind word.

— Peggy Beaver



Improving the Quality Indicators

FOR PRESSURE ULCERS

AS A PAST ATTENDEE of the Canadian InterRAI Conference, the Wexford Residence was invited by the InterRAI Conference Committee to submit a podium or poster presentation for consideration at the 2013 Canadian InterRAI Conference in Ottawa. Our submission was accepted and the two delegates representing The Wexford were Paula Rock-Cooper, Skin and Wound Coordinator/RAI Back Up, and Fida Alkhatib, RAI Manager.

The Inter RAI conference has representatives from around the Globe with participants from Europe, Asia, and North America. Submissions are encouraged from professionals in the field to share their knowledge, expertise, best practices and strategies working in the InterRAI system of instruments. This was an excellent opportunity to share expertise and best practices with colleagues from across Canada and abroad.

As part of the facility's Annual Planning Day, The Wexford Residence set a goal to improve the Quality Indicators related to Pressure Ulcers. The goal was to meet or exceed the provincial average in the 3-Pressure Ulcer New Generation RAI-MDS 2.0-Adjusted Quality Indicators.



When you set a quality plan for improvement and start small, you can achieve big results. When the big results are measurable, you can celebrate them with all involved in making them happen. This is an excellent step towards continued improvement.

Why was this quality initiative chosen? Our aim was to improve our residents' quality of life, improve healing of inherited ulcers within 3 months of admission to the home, raise awareness of how to prevent skin breakdown by utilizing RNAO Best Practice, and to assess whether

Quality Indicators will improve if we improve coding in the "M" section of the RAI-MDS 2.0

Who was involved in the quality improvement initiative? Skin and Wound Coordinator, RAI Manager, Director of Care, Executive Director CEO, Quality Committee, RN/RPN on nursing units, Environmental staff, PSWs, Dietician, Physiotherapist, Occupational Therapist, Physician, Wound Consultant, Pharmacist.



All residents involved in the initiative were at risk of pressure ulcers based on the Pressure Ulcer Risk Scale (PURS of 3 or higher), as well as any resident who was admitted to hospital or readmitted to the home after a hospital stay of over 24 hours.

Our plan was implementing best practice strategies in an attempt to achieve our goal. This plan included the following action items:

- Review of the flags in CIHI Data Quality Audit Reports
- Flags generated when preventative skin care not in place for sections M5a, M5b, and M5c
- Audits done on residents that were flagged in report, and interventions put in place
- Purchase of pressure relief surfaces for beds and wheelchairs for "At Risk" residents
- Turning and repositioning schedules based on "the clock method"
- Referral binder on each unit for skin and wound issues to initiate immediate treatment
- Daily documentation of skin observation by PSW instead of bi-weekly

continued on next page...

QUALITY INDICATORS • *continued from previous page*

- Daily discussion on skin issues at nursing report meetings on day and evening shifts
- Weekly documentation on Wound Assessment Records on progress of wounds
- Monthly review of skin care statistics at registered staff and PSW meetings
- Monthly Audits of the RAI-MDS assessment "M" section
- Monthly reports for PURS scores from Point Click Care reviewed
- Quarterly review of the 3 RAI-MDS 2.0 Quality indicators relating to Pressure Ulcers
- Point Of Care documentation implemented for front line staff
- Point of Care documentation generating instant reports to RN/RPN's to flag any new skin issues
- New Skin Cleanser product introduced
- Increased usage of Zinc-based barrier creams for high risk residents
- All treatment/dressings done by Skin and Wound Care Coordinator on Mon – Thurs
- Dressing completed by unit RN/RPN on Fridays to encourage staff engagement in wound care

RESULTS: Reduction in the following 3 New Generation Quality indicators for pressure ulcers from 2011 Q4 – 2012 Q4:

- Has a stage 2-4 pressure ulcer: reduced from 7.1% to 6.8%
- Worsened stage 2-4 pressure ulcer: reduced from 3.2% to 2.8%
- Has a new stage 2-4 pressure ulcer: reduced from 2.8% to 2.6%

We exceeded the provincial average in this QI.



At the 2013 Inter RAI conference in Ottawa with Dr. John Hirdes Professor and Ontario Home Care Research and Knowledge Exchange Chair, School of Public Health and Health Systems, University of Waterloo; Senior Canadian Fellow and Board Member, InterRAI and other participants stopping at the Wexford Poster Presentation booth.



Still Collecting Pennies

If you have any pennies you'd like to get rid of, just bring them to The Wexford Residence and we'll gladly take them off your hands. We started collecting pennies earlier this year and thank everyone who responded... but we need more! The pennies we collect along with the money from our front lobby Wishing Well in the front lobby will help furnish the 2 new dining rooms we plan to build. We have volunteers available who will roll the pennies so all you have to do is bring them into The Wexford in bulk. You can leave them with the Foundation Office or Finance Department on the main floor close to Reception or drop them into our green Wishing Well by the elevators' close to the glass wall.

PSW Dawn Stephenson is shown helping a resident use a Sara Lift. This piece of equipment is a mobile, battery powered patient Lifter which allows a single Nurse or Caregiver to bring a resident from sitting to a supported standing position for dressing, toileting and transferring.



Other features include: A deluxe Sling that attaches to the hoist using keyhole fittings and a mast that has two handles designed for the resident to hold. As well, there are two separate knee supports and a fixed footplace.

Our thanks to the F. K. Morrow Foundation for their donation of \$5200 which enabled us to purchase this equipment.

On October 30th
The Wexford Residence
recognized and celebrated
the winners of this
prestigious award:



Nesta (Centre) with Wayne Connelly, Director of Program Support Services and Sandy Bassett, CEO of The Wexford Residence.

Deserie Johnson-Lewis was unable to be on hand to accept her Award due to a death in her family. She will be appropriately honoured in the near future with flowers and her Award.



Ingrid DeZilva (Centre) with Daisy Lin, (left) Manager of Food Services and Sandy Bassett, CEO of The Wexford Residence.

2013 SPIRIT AWARD Winners Announced

The Wexford's Spirit Awards are given annually to those deemed to be excellent role models and champions of the Wexford's mission, vision, spirit, values and goals. The four categories are: Volunteer, Clinical Staff, Non-Clinical Staff and Team.

Spirit Award VOLUNTEER – Nesta Pougnet

Nesta has made The Wexford her home and has embraced all aspects of life here. She is caring, compassionate and friendly and was an active member of the Board of Directors. She is always willing and available to lend her wonderful piano skills, whether for a church service, a funeral, a sing-along or any other event. Her talents are always enjoyed and appreciated.

Spirit Award CLINICAL STAFF – Deserie Johnson-Lewis

Deserie is a registered nurse who exclusively works on the night shift at The Wexford. It is a huge responsibility to oversee the entire building at night, and she does so with excellent success. With her exemplary leadership skills, her helpful manner and her positive attitude, Deserie has shown time and again that she is committed to making life better for all at the Wexford.

Spirit Award NON-CLINICAL STAFF – Ingrid DeZilva

Ingrid is a Dietary Aide and has been working at The Wexford for 15 years. She impresses people with her smile and she treats them with respect. She also earns the respect from other departments by providing the best quality of service. She treats the residents and staff as if they were her own loved ones. Her personal commitment to quality is obvious in everything she does, and her desire and willingness fuels our mutual efforts and leads us to success.

Spirit Award TEAM – Palliative Care Committee

The Palliative Care Committee is comprised of an interdisciplinary team with the goal of bringing comfort to residents who require this type of care. The team consists of Cheryl, Fida, the Nursing team under the leadership of Esther, Raj and Irina, Alice, Jan, the Physiotherapy team under the coordination of Sam, Daisy and the Dietary Department, Paula, Sandy and the Life Enrichment staff under the coordination of Wayne. Together as one collective unit, the Palliative Care team comforts and supports those in need.



The Wexford Residence
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- Long-Term Care
- Independent Seniors Apartments
- Active Seniors Centre

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The views expressed in this publication are the views of The Wexford Residence and do not necessarily reflect those of the LHIN or the Government of Ontario.