

THE WEXFORD Communicator

DECEMBER 2015



*Sandy Bassett
Executive Director
& CEO, The Wexford
Residence*

A SPECIAL Remembrance Day!

I JUST returned from a conference in Ottawa entitled "Building Momentum in Long Term Care". It was a very good conference and affirmed our belief that we are doing very well here at The Wexford! This view was shared by Alice, Fida and Vera along with the 5 registered staff who also attended with us (Zeus, Chris, Ann-Marie, Deserie and Fre). This was an opportunity for management to say thank you to our registered staff who work hard every-day meeting the needs of their residents and family members. We all enjoyed staying at the beautiful Chateau Laurier and had a few hours to see the major historical attractions that Ottawa has to offer, including the War Memorial and the Tomb of the Unknown Soldier.

We also took two photographs along with us from 1916 which we donated to the Royal Canadian Legion on Monday November 9th, just in time for Remembrance Day! I recently found the pictures in our trunk room in the basement. They belonged to one of our residents who passed away in 2013 without any relatives. His



Group shot with photos presented to the Royal Canadian Legion in Ottawa.

POA, when contacted, stated that he did not want any of his personal belongings and that we were free to give them away or discard them, as we saw fit. At the time, the staff must have recognized the significance of the two pictures because they put them away in our basement. When I was cleaning out the trunk room, I found them again. I contacted the Royal Canadian Legion in Ottawa who



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LEFT TO RIGHT – FRONT ROW:
*Vera Cruz, Zeus Melendrez,
Sandy Bassett, Fida Al-Khatib
and Alice Jyu.*

BACK ROW LEFT TO RIGHT:
*Christian Owusu-Mensah,
Deserie Johnson-Lewis,
Fre Hadgu and Anne-Marie
Scarlet-Phipps.*

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were thrilled to receive our two pictures, so as we were heading to Ottawa for the conference, we took them with us on the plane. The conference photographer took a group picture for us.

The first photo is a 4 foot panoramic shot of the 124th Battalion and is dated Toronto 1916. As you can see, the picture is in very good condition.

The second photo is actually a needlepoint picture of

the Dominion of Canada flag along with the flags of the Allied forces.

We were thrilled to be able to donate these pictures and I am sure that the resident would be happy with my decision to display them in a location that will be visible to many visitors from around the world! These photos were obviously very special to him and now they are in a place of honour, worthy of their status as historical artifacts.



Management of Diabetes in the residents at The Wexford

IN MAY 2014 at a Professional Advisory Committee meeting the multidisciplinary team determined the need to improve the outcomes of Diabetes Management in the residents at The Wexford. With this purpose in mind, a team of specialists in Diabetes Care (Endocrinologist Dr. Afshan Zahedi and Pharmacist Freda Leung) were invited to provide guidance and education for staff and families.

A working group of health care professionals were given the task to gather and analyze existing guidelines and other materials and to prepare health care documentation that would reflect the best practices in Diabetes Management for the elderly. In addition to this, four staff members, Pharmacist Lynne Anderson, Nurse

Manager Iryna Zhuk, RPNs Raina Varghese and Victoria Melocoton, attended a course at Michener Institute where they obtained certification in Management of Diabetes in the Elderly.

This project has given the staff, residents and family members a better understanding and knowledge of diabetes management and complications in the elderly. An increased awareness and recognition of hypoglycemia and hyperglycemia, helps to decrease hospital emergency visits.

We have also revised the Nursing policy and procedures to incorporate the following:

- Sick Day Protocol (including a SICKMAN medication list)
- Started Manual Monthly Blood

Glucose Logs with pattern management

- Monthly reviews with doctors and Charge Nurses

- Blood Glucose logs
- Discontinued the use of Sliding Scale

- Started to adjust insulin based on Blood Glucose values

- Developed a Hypoglycemia Treatment Kit and an individualized Glucagon kit for each floor.

With these new best practices in place, we can better manage the incidents of diabetes complications in our residents. Here at The Wexford, we are always looking for new ways to equip ourselves to ensure that our residents enjoy "healthy living" in a caring and safe community.

EMPOWERING STAFF

Presenting to the Scarborough Community of Practice.

THE WEXFORD BEHAVIOUR TEAM was invited to present at the Fall Scarborough Community of Practice put on by Central East Community Care Access Centre.

Fida Al-Khatib Nurse Manager and Wayne Connelly Director of Program Support Service and B.S.O Lead represented the home by presenting on "Improving Quality Indicators for Behaviour Symptoms".

The Home received the following feedback from the presentation:

On behalf of our team we thank you for presenting at Scarborough's Fall Community of Practice. Your home's presentation provided a wealth of information with a focus of continuous quality improvement and was very engaging. Based on positive participant feedback, it was a huge success.

Here are a few examples from the participants from the feedback form:

- I learnt a lot about the B.S.O program and other ideas that can work.
- Resident focused, organized and constant consistency first through team building, training, 'forcing' mandatory weekly meetings into habit forming huddles and empowering front line workers.
- Encouraged others to participate in QI initiative.

We loved having your team present, your continuous hard work not only exemplifies your commitment to providing quality care to your residents but also providing a conducive environment for learning and collaboration for staff.

Thank you again,

Melissa Reid, Quality Improvement Facilitator, Behavioural Supports Ontario



Staff Promotion – Grace Arnedo

WHILE WORKING as Executive Assistant to the CEO, Sandy Bassett, Grace took a Social Services Worker Course at Seneca College on a part time basis.

Grace graduated with honours in June 2015 and in August received her title, Registered Social Services Worker. On October 26th, she officially took on her new role as the Wexford's Social Services Coordinator. We wish her all the best!

Congratulations Grace!



EXCELLENCE IN Resident Centred Care (ERCC)

Better Care, Better Outcomes



**Fida
Alkhatib**



**Abonesh
Girma-Damene**



**Anna
Kupisz**



**Lyra
Lazaga**

EXCELLENCE in Resident Centred Care (ERCC) is an innovative education program developed by RIA and Conestoga College. The program is supported in part by funding from the Government of Ontario to the Schlegel Centre for Learning Research and Innovation in Long-Term Care (CLRI) and received the Ontario Long Term Care Association's Quality Improvement Award.

The aim of the program is to enhance Personal Support Workers (PSW's) skills and knowledge using a resident-centered approach.

Conestoga College offers this course in two parts; the first is a "train-the-trainer" course where individuals become certified to train other PSW's within their organization. The second course, led by the certified trainer, engages PSW's to enhance their skills and provide excellent, resident-centred care that makes a difference.

The 3 PSW's from the Wexford, Abonesh Girma-Damene, Anna Kupisz and Lyra Lazaga along with the Nurse Manager Fida Alkhatib successfully completed the course components this year and received a course certificate and are qualified to train their peers. This means that they will be prepared to facilitate the onsite delivery of ERCC for PSWs course training at The Wexford.

HIGHLIGHTS OF the Christmas Calendar 2015

4th Nutcracker Ballet
6:30pm Main Dining Room
Profile Dance Company

7th "Festive Holiday, Christmas & Carols" – 2:30pm Main Dining Room – Pianist Michelle White

8th Irish Christmas Carols
2:30pm Main Dining Room
Emerald Seniors Choir

10th Christmas Classics
7pm Main Dining Room
Santa and the Snowflakes

14th Christmas Lights Tour
6pm

18th Holiday Dinner – 5pm
Main Dining Room

19th Holiday Favorites Pub
2:30pm Main Dining Room

21st First Day of Winter
Holiday Show 2:30 Main Dining
Room – Andy Decompose

24th Christmas Eve Service
2pm Main Dining Room
Dr. Hernandez

Please Contact a member of the Activation Team or Wayne Connelly 416-701-2505 or at wconnelly@thewexford.org for more information or if you would like to sign up for an event.



2015 Spirit Award

WINNERS ANNOUNCED



Sandy Bassett, Margaret Strachan and Wayne Connelly.

– SPIRIT AWARD WINNER –

Margaret Strachan, Volunteer

Each year the Wexford's Volunteer Spirit Award is presented to a volunteer who enhances the quality of life of our community. This year's recipient is Margaret Strachan.

It is said that 8 Qualities make up a great volunteer- energy, passion, flexibility, creativity, team player, integrity, reliability and commitment. Like so many of our volunteers here at The Wexford, Margaret exemplifies each of these 8 qualities.

Margaret has been a very active volunteer at The Wexford for the past 11 years. I believe she has been volunteering since the day she moved in to The Wexford on July 10, 2004.

Thank you for all you do to enhance the quality of life to our community. Congratulations!



– SPIRIT AWARD WINNER –

3rd Floor Staff, TEAM

A family member submitted this nomination and it is the first time that we have recognized an entire unit.

Carol Boyd (family member) submitted this nomination:

"My mom is well-loved and well-cared for by the 3rd floor staff – from housekeepers to PSWs to the nurses. Everyone does their best to be gentle and loving and my mom responds with smiles and sweet words. Thank you 3rd floor staff!"

The nominating committee particularly liked this nomination because it was inclusive of all staff on the third floor- Registered Staff, PSWs, Dietary Aides, Life Enrichment Staff and Housekeepers!

On behalf of all the families on the 3rd floor, the Board of Directors of The Wexford Residence and the Management and Nursing staff, Thank you for all you do to create a loving environment for the residents.

Congratulations!



From left to right: Barbara Dee, Alice Jyu, Dania Arias-Jimenez, Julia Villarreal, Zeus Melendrez, Srimathie Rasasakaram, Sandy Bassett and Joanne De Jonge.

– SPIRIT AWARD WINNER –

Zeus Melendrez, Clinical Care

Zeus has been at The Wexford since April 3, 2006 and is the charge nurse on the 6th floor. Zeus is described by his colleagues as efficient, knowledgeable, and caring. He is an excellent leader, manages the unit efficiently and has an excellent rapport with his team. He uses his initiative when it is required and is definitely making a difference in the lives of our residents.

Alice Jyu (Director of Care) has this to say about Zeus "He adapts well to ever-changing resident/family demands and works efficiently with family members. He maintains a positive attitude and demonstrates effective communication skills. He is very considerate of other team members and works well independently and as part of a team".

Zeus exemplifies the Spirit of the Wexford. Congratulations!



Palcie Williams, housekeeper and Sandy Bassett.

– SPIRIT AWARD WINNER –

Palcie Williams, Non-Clinical Staff

Palcie joined The Wexford in December 2009 as a part time housekeeper. She is very pleasant hard working and has an excellent attendance record! She is committed to her job and her maturity and dependability make her a strong asset to the housekeeping team. She is also very flexible and works as a housekeeper, janitor and receptionist. She is able to fill in whenever the need is greatest.

Palcie is an individual who goes above and beyond the call of duty. She also displays grace under fire, and I mean this literally.

On November 10, 2014, Palcie once again filled in when needed but what a different role she played! She accepted a call in shift for the night shift as we had no janitor for nights.

It was early morning when a PSW discovered an overhead bed light fixture on fire and she and her co-worker called the Code Red. Palcie responded, as she was taught, and went to the area of the fire with a fire extinguisher. She saw that it was still a small fire, although flames were shooting out of the light, and quickly took control of the situation and put out the fire with the fire extinguisher. Palcie was able to think quickly on her feet and saved the day! This story had a happy ending, thanks to her very brave efforts. It just goes to show you that training does work as the previous January we all had hands on fire training and all had to use a fire extinguisher.

Palcie is truly a hero and most deserving of this year's Spirit Award. Congratulations!

The New Bath/Spa at the Wexford

WE ARE PLEASED to announce the opening of our new Bath/Spa program. This program is done in conjunction with Nursing and Life Enrichment/ Complementary Care. The Technical support and training required to operate the baths was provided by Arjo a well-known bath company. Presently the program runs once a week on Mondays, however as the needs increase we will be evaluating to see if we can add another day.



Residents who would benefit from the program are identified and a bath/spa profile for each resident is completed. The profile lets the staff know their interests and preferences, such as the temperature of the water, if they want to have their hair done, type of shampoo they like, if they would like to have their nails done, as well as the type of cream they would like to have. The resident's family members are kept informed of their response to the program.

The Bath/Spa will contribute to the health and well being of our residents. Water therapy is part of the program and it will help to ease chronic pain and discomfort. A comfy chair, warm towels, the music of their choice and candle light helps to create a relaxing and comforting atmosphere.



The Spa has been a great experience for the residents who take part on a weekly basis. The responses have been very positive. They enjoy the pampering, feel very relaxed, and always have great conversations during the session.

If you would like to visit our spa or you would like your loved one to take part in the Bath/Spa program please direct the enquiries to Wayne Connelly, Director of Programs & Services.



The Active Seniors Centre Sale was held on Saturday October 3rd. The event raised \$719 which will be divided between the Active Seniors Centre and the Tenants Association.

The ASC Council of Officers would like to thank the ASC members, tenants, family members and staff for their donations and participation in the event. A very special thanks to all the volunteers who worked hard to make the event enjoyable and a success.

Lillian Wood (l) chats with Vera Fitzgerald (r).



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.

The Wexford Residence

1860 Lawrence Avenue East
Toronto, ON M1R 5B1

- Long-Term Care
- Independent Seniors Apartments
- Active Seniors Centre

Tel. (416) 752-8877 or 1-877-807-0810

Email: information@thewexford.org

www.thewexford.org

Christmas Fundraising Campaign

OUR GOAL this year is to raise \$15,000 to purchase new state of the art rehabilitation equipment that would enhance the quality of life for many of our residents who have physical limitations that make their daily routine challenging.

The machines that we are purchasing are part of a unique line of rehabilitation equipment that has been developed by Dr. Avi Nativ, a Ph.D in motor control and a registered physiotherapist. Much of his research and clinical work in neurorehabilitation has been done at his centre in Ottawa called Neurogym Rehabilitation. The equipment is designed to improve mobility, physical strength and balance.

WE WILL BE PURCHASING:

1 Neurogym Sit-to-Stand Trainer which actively assist the standing motion with support at the knee, trunk and arms to promote early mobility.

Key benefits:

- Encourages early weight bearing and active mobilization at the hips and knees.
- Improves standing balance and stability.
- Significantly improves transfers.
- Improves client rehabilitation without physical strains to the therapist.



2 Neurogym Bungee Mobility Trainer An innovative mobility trainer that enables early balance and gait training.

Key benefits:

- Enhances reacquisition of motor abilities.
- Improves balance.
- Reduces number of therapists needed.

Your donation today (large or small) will help us reach our goal to raise \$15,000 needed to make these purchases.

We are committed to providing exceptional caring and service to our residents. The addition of Neurogym Technology to our rehabilitation program will give our residents a new lease on life!

Thank you for your generosity in the past and thank you in advance for your support of this year's Christmas fundraising appeal.



YES! I would like to support The Wexford's Christmas Fundraising Campaign



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

HERE IS MY DONATION OF:

- \$1,000 \$500 \$250 \$100 OTHER \$ _____

NAME _____

ADDRESS _____

- 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 37 years community support has made
a difference in the lives of our Seniors!

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

CHARITABLE BUSINESS NUMBER #118820216RR0001

