



**Golfers & Volunteers
Enjoying the day**
Wayne Connolly, Bobby Panagiotopoulos,
Clement Lo, Sam Pollock, Puneet Khanna and
Margaret Strachan

Hole Sponsors:

Absolute Alliance, Ataja Electric, Brimley Medical Centre, Mary Ellen Trimble, Mark Waterman, Mathews Dinsdale & Clark LLP, Sunbright Linen Services Inc., The Wexford Volunteers and Willowdale Physiotherapy.

Friend of the Tournament Donors (\$300 and over)

Absolute Alliance, Paul O'Connor Funeral Home, Trace Electric, and Sunbright Linen Services.

Silent Auction Donors: Thanks to the many suppliers and friends for their contributions to the auction.

Finally thanks to the volunteers for helping to make the day a good experience for all!

Once again Thank You!



Chris Wescott, Mary Ellen Trimble, Sue Gilmour and Ross Hillis

DONATION FORM (all donations of \$10.00 or more are tax deductible and can be paid by cash, cheque or credit card.)

Yes I would like to make a donation to help fundraise for the Christmas Campaign !

Please accept my donation \$ _____

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_____ PC _____ Telephone _____

Payable by : Cash or Cheque (Cheques should be made out to The Wexford Residence Inc.)

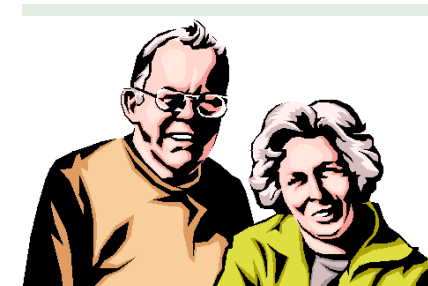
Credit Card(Visa/Mastercard) _____ Exp _____ Signature _____

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.

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 Email: information@thewexford.org. Website : www.thewexford.org

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Did you know that we have residents and families sitting on various committees ?

Read this article "The Voice of the Resident" to learn how families and residents are involved

Voice of the Resident

The Wexford is going to be surveyed by Accreditation Canada a year from now. They are always updating their standards, as part of their own quality improvement process. This year, 2016, they have added standards related to **client and family centred care** and specifically they want us to hear the Voice of the Resident.

They have developed new language in the survey. The emphasis is on what is being done -- "with input from clients and families" and "in partnership with the client and family".

Accreditation Canada explains these phrases as follows:

"In partnership with the client and family: The team collaborates directly with each individual client and their family to deliver care services. Clients and families are as involved as they wish to be in care delivery."

"With input from clients and families: Input from clients and families is sought collectively through advisory committees or groups, formal surveys or focus groups, or informal day-to-day feedback. Input can be obtained in a number of ways and at various times and is utilized across the organization"

As this is a new focus, but not a new concept (we have always tried to listen to the needs and concerns of our residents!), I am looking for additional ways to hear directly from residents and/or families

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Voice of the Resident continued from page 1

Here at The Wexford, we have involved residents and families in a number of ways, some of which you may not be aware of.

Did you know

⇒ That we have a resident on our **Board of Directors**? I believe the first resident was elected to the Board five years ago. **Barbara McQueen** is our current resident sitting on the Board.

⇒ That we have residents and families sitting on various committees? For example, **Pam Middleton**, resident member, and **Florence Orr**, family member, both sit on our Board **Continuous Quality Improvement Committee**.

⇒ That we have a **Ethics Committee** represented by two family members, **Kathy Frame-Adshead** and **Linda Strome**.

We also have

⇒ A **monthly Resident Council meeting**, usually attended by 12-15 residents, who discuss a wide variety of topics and **Ken Phelps** is the Resident Council Chair. I attend the Resident Council on a quarterly basis and provide an overall update on the home.

⇒ Two family committees - our **Family Council**, led by **Naomi D'Souza** regularly attended by 4-6 family members and a **Family Support Group** led by **Linda Strome** regularly attended by 6-10 family members.

Our residents complete an **annual Resident Satisfaction Survey** which asks questions

around the quality of personal care and services, recreation, food and dining experience, home environment, communication, overall satisfaction, specific things that they like about living at The Wexford and specific things that we could improve. We also ask about their satisfaction with our continence products and major program areas, such as falls management, skin and wound management, continence management, restraint management and pain management.

This year all family members will be sent a **Family Satisfaction Survey** and I encourage you to complete it and return by the due date. Both the resident and family satisfaction surveys will be going out this month (October).

In addition, we do receive **letters of complaint** and **letters of compliment** and we take this feedback very seriously (both positive and negative) and share this information with our staff.

We also send a **palliative care survey** out to family members whose loved one was on our palliative care program asking a few key questions related to "How did we do in meeting the palliative care needs of our resident?"

I will also **meet with individual residents and/or family members** as requested by them or as requested by me.

Lastly, I get **unsolicited feedback** and

11TH ANNUAL GOLF TOURNAMENT



Participating Homes: left to right: Glen Moorhouse (Nisbet Lodge), Sandy Basset (The Wexford Residence), Bernard Boreland (Mariann Home), Mike Savatovich (Valleyview Residence) with Karen Tolley and Puneet Khanna (Medical Pharmacies - one of our lead tournament sponsors).

Our 11th Annual Golf Tournament was held on Tuesday June 21st at Remington Parkview Golf and Country Club.

The weather was ideal for golfing and 156 golfers came out to play. Once again it was a sold out event and by all accounts the golfers had a great time. We truly appreciate the positive feedback and are pleased that new golfers joined us.



Howard Solomon, one of our suppliers with his Silent Auction prizes

The tournament was a great success. In total we raised gross revenue of \$81,465, including \$5,105 from the silent auction. The money raised enables the participating homes- Advent Valleyview Residence, Mariann Home and Nisbet Lodge to fund important projects that directly benefit their seniors. Our share of \$18,422(net) will go toward purchasing a mobility aid - sit to stand trainer for our residents.

Every year some of our tenants join us for the banquet and this year was no exception. Peggy Beaver, spoke briefly, thanking all the participants on behalf of the seniors of all four homes. (pictured here, is Sandy Bassett introducing Peggy Beaver tenant and board member).



We would like to thank the following Tournament Sponsors, Hole Sponsors and Friends of the Tournament for their contribution to the tournament :

- Lead Sponsor:** Medical Pharmacies & Achieva Health
- Lunch Sponsor:** Aquicon Construction Co. Ltd
- Silent Auction Sponsor:** Golden Dental Care
- Hole-in-one Sponsor:** Hub International

Obituary: Jack Littleford (January 13, 1929 - June 20, 2016)The Wexford Residence Inc
Chairman of the Board 2000-2002

but always had time to share, and time to help anyone in need.

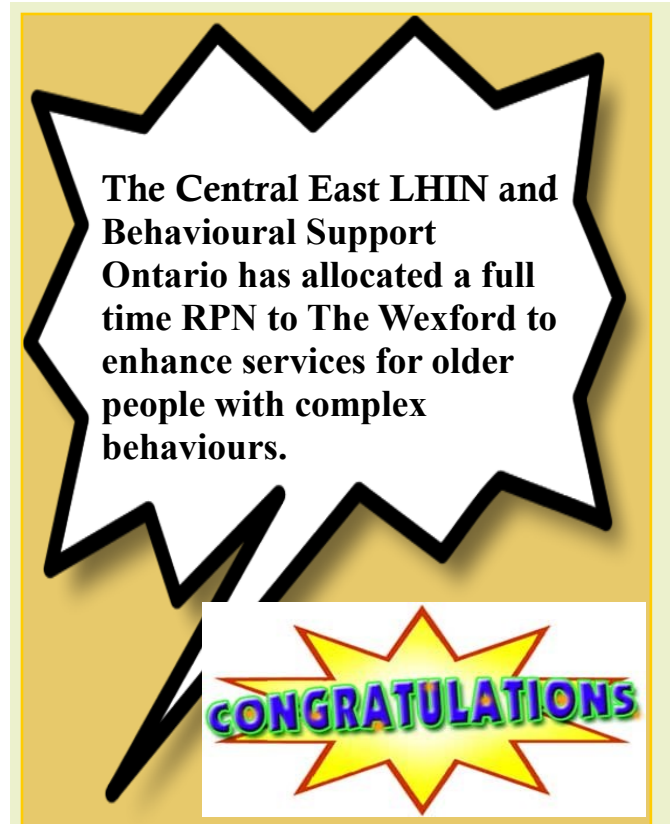
Jack hired me right out of university for my first job at State Farm Insurance. One interview and Jack made me an offer. Not sure what he saw, but assume he was just an astute judge of character.

He was less a boss and more a mentor for me in those formative years, helping my career and personal development. Even before I left State Farm, I saw Jack more as a friend than a boss. Fast forward 30 years, Jack asks me to join the Board at The Wexford. While my financial background would be an asset, I think Jack saw that the experience at The Wexford would give me as much as I could offer The Wexford. He was right, 15 years later, I am still here.

Back a bit, Jack joined the Board at The Wexford, no doubt putting his business acumen to good use. The Wexford organization became formally incorporated during his tenure, a very important move, and no small feat. I believe I was one of the first to join the Board from outside the Brotherhood Foundation, indicating Jack saw a need for “new blood”. I had the pleasure to work with Jack again as he completed his service to the Board as it’s Chair (2000 - 2002). For me, he confirmed his competent, caring style and set a fine example for my role as Director, as Chair and eventual return to the Board of The Wexford.

Jack and Bev have long continued as friends to Peggy and I. For the Celebration of Life as I reflected on Jack’s involvement with The Wexford, I thought how appropriate that it is known as “the house that love built”. Can’t imagine a man as beloved as Jack, who was so anxious to share his love with all those he touched. The Wexford is a better place for it.

Our condolences to Bev and her family, and our thanks to them for allowing Jack to share some of his time and wisdom with The Wexford.



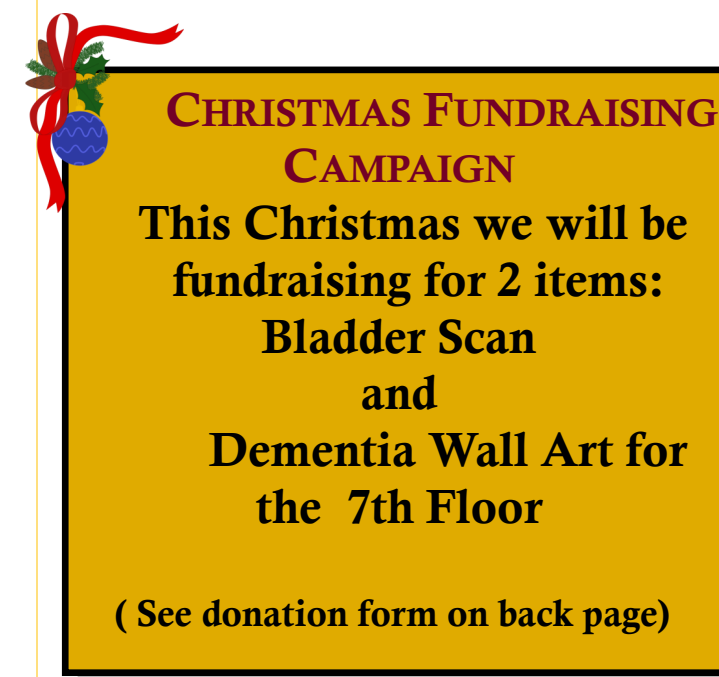
DO YOU KNOW HOW TO LODGE A COMPLAINT

comments. Last week, a group of family members were standing by the elevators and one family member said to me, "This is the best nursing home in the City and I know, as I have had my mother in most of them!" I graciously thanked him and his positive comment put a smile on my face!

I am proud of the quality of care that we provide to all of our residents. We are not perfect, but the staff do their very best with very limited resources.

If you have any comments or suggestions, on how we might further hear the voice of the resident, please do not hesitate to call or email me.

Sandy Bassett, CEO
W: 416-752-8879
C: 416-329-2349
D: Email: sbassett@thewexford.org



For the most part, complaints are addressed at the unit level. It is always best to speak directly to the Charge Nurse on the floor who will try to answer your concern. If she is not able to, the Charge Nurse will forward it to one of our **two Nurse Managers (Fida Al Khatib-Day Manager or Iryna Zhuk-Evening Nurse Manager)** who will investigate it and get back to you as soon as possible.

Most complaints and concerns can be addressed within 24 hours. That is our goal. If not resolved within 24 hours, we will attempt to resolve it within 10 business days with a response provided to the complainant, including the actions taken to resolve the complaint. (If a complaint cannot be resolved within the 10 days (for any number of reasons), we will provide you with an acknowledgment of your complaint and the acknowledgment must include the date by which the complainant can reasonably expect a resolution.

If you are still unhappy with the response or resolution, please email the DOC or speak directly with her. **Alice Jyu's** office is on the main floor and she encourages you to stop by and talk with her. Her door is always open; however, if she is in a meeting, please free to stop by my office and I will be happy to meet with you. You can also leave a message with my Executive Assistant, **Bree Grant**, who will ensure that Alice gets your message.

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DO YOU KNOW HOW TO LODGE A COMPLAINT

We also have our complaint policy posted on the information boards in the lobby which outlines our responsibilities under the Long-term Care homes Act. It is a 29 page document. Any written complaint related to abuse or neglect must be reported to the MOHLTC immediately and an investigation begun immediately, with a copy of the letter forwarded to the MOHLTC.

Staff do receive training on how to deal with complaints and earlier this year, all staff received hands on training related to customer service.

I do summarize the complaints that I receive on a quarterly basis and report on them to our Professional Advisory Committee and Board Continuous Quality Improvement Committee, and a yearly summary is included in our annual CQI Report to the Board of Directors.

If you have any suggestions on how to improve this process, please do not hesitate to speak to one of the Nurse Managers, the Director of Care or the CEO.

What's Happening at The Wexford

LIVING LIFE TO THE FULL FOR OLDER ADULT CAREGIVERS AT THE WEXFORD

The Active Seniors Centre of The Wexford, in collaboration with the Canadian Mental Health Association Ontario Division, and the Older Adult Centers Association of Ontario conducted an 8 week interactive course on Living Life to the Full for Older Adult Caregivers at the Wexford. This project was funded in part by the Government of Canada's New Horizon for Seniors Program and was developed to support isolated older adult caregivers aged 55 and over.

The goal for the partnership between CMHC Ontario and The Wexford was to assist older adults in their role as caregivers by giving them

strategies and skills that would help them to care for their loved ones in every day life situations.

The course was held in April, May, June and July this year and was divided into 8 sessions, 90 minutes once a week.



In groups of 8-15 people, participants worked through topics to gain skills and knowledge to cope with life's

challenges. The course highlighted the importance of behaviour change and encouraged the group to attend additional support workshops.

Over next page

LIVING LIFE TO THE FULL FOR OLDER ADULT CAREGIVERS AT THE WEXFORD continued

The participants were the residents' family members, tenants, volunteers, staff and ASC members.

Larry Pelletier one of our resident's family member, is the Mental Health liaison at the Wexford. He will be working with the Older Adult Centre to support mental health in older adults through the Living Life to the Full for Older Adult Caregivers Project.

Thanks for attending!

ROYAL CANADIAN LEGION DONATION TO THE WEXFORD



Sandy Basset receiving the cheque from the President of branch #345 Dominic Capalbo, Lloyd Codner and David Barker, Chair Wexford Foundation.

We are grateful for the generous gift of \$10,000 received from the Royal Canadian Legion towards the purchase of 2 Ceiling Lifts with Slings for our resident's room.

Obituary: Jack Littleford (January 13, 1929 - June 20, 2016) The Wexford Residence Inc Chairman of the Board 2000-2002

by Ron Bilyk, current Vice-Chair of the Wexford Residence Inc. Board of Directors, September 30, 2016.

I am a friend of Jack's and have known him for 46 years.

Jack is the reason I joined the Board at The Wexford Residence. Recently, family, friends and colleagues joined for a celebration of Jack's life. The wide attendance and extensive accolades reflected the profound influence of this man on many, many people. Although few of you may know or may have met Jack, I want to share a few thoughts to reflect on his impact on me, on his service to The Wexford and use Jack as a prime example of the type of person The Wexford has attracted to help meet its objectives. Jack was a member of the Brotherhood Foundation, the organization that set up The Wexford.

First a little background. Jack was a family man, with his wife, Bev of 66 years and his three children and the rest of his family being the most important part of his life, followed closely by his faith. Jack was a successful business leader rising to the level of Senior VP Finance of an insurance company who participated heavily in industry trade associations. Jack was a busy man, many interests, many skills, many friends,

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