

Christmas Campaign update

Thank you for supporting our Christmas campaign !

We raised \$7,000 which allowed us to purchase the Mobility Trainer. We are \$8,000 shy of our campaign goal of \$15,000 and the money raised will be used to purchase the Sit-to-Stand Trainer.

If you have not already made a donation or would like to make a further contribution, we would be very grateful for anything that you can do to help us. Just complete the box below and return to us with your donation. You can also donate by telephone or in person at The Wexford.

All donations of \$10.00 or more are tax deductible and can be paid by cash, cheque or charged to your Visa or Mastercard.



Bungee Mobility Trainer



Sit-to-Stand Trainer

Yes I would like to make a donation to help purchase Mobility Aides for the residents.

Please accept my donation \$ _____

Name _____ Address _____

PC _____ Telephone _____

Payable by : Cash Cheque (Cheques should be made out to The Wexford Residents Foundation)

Credit Card _____ 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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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



Spring Issue

Save the Date

**Joint Charity Golf Tournament
Tuesday June 21st
At Remington Parkview Golf & Country Club**



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Satisfaction Survey Overview 2016

In late 2015 the Wexford participated in the Toronto Alliance Group Satisfaction Survey. The results of this survey were compared with the 2014 survey to see where we are doing well and where we need to improve. We also benchmark against other Toronto Alliance Homes to see how we compared with others.

The survey was distributed to residents and family members. Each group was provided with different surveys that were relevant to their population. The survey consisted of closed ended questions with a fixed set of options for the respondent to choose from and open ended questions that required comments and suggestions. We had a 39% response rate from families and 100% from eligible residents.

To determine each groups overall satisfaction with the home, there were two key questions in the survey to be answered. 1) How would you rate our home overall and 2) Would you recommend The Wexford to a family member or friend needing long term care ?

- **Question 1:** 92% of families and 96% of residents rated the home in the excellent/very good/good category.
- **Question 2:** 94% of families and 97% of residents responded positively (definitely /probably yes) they would recommend The Wexford to a family member or friend needing long term care.

The high positive responses to these questions indicate that both families and residents have a high level of satisfaction with the home and our scores were improved over our 2014 results.

Compared to 2014, the areas where satisfaction improved included meal quality, meal variety and pleasurable dining along with family involvement in planning resident care.

Both groups also identified areas/aspects that they like about the home and have provided suggestions for improvement.

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From Sandy's Desk



Spring is fast approaching, the days are getting longer and I am sure that the residents are looking forward to spending some quality time outdoors in the fresh air, after the long days of winter. Our 11th Annual Golf Tournament has been confirmed for June 21st, so please plan to join us for a day outdoors, enjoying the company of friends, suppliers and supporters of the four homes who partner for this annual event.

We also partner with a number of organizations to help us in achieving our mission of Enriching Lives Everyday! Two new partnerships are with Griffith Foods (formerly Griffith Laboratories) and the Canadian Mental Health Association.

Griffith Foods, located on Pharmacy Ave, south of Eglinton Ave, has a corporate goal to feed 1 million people. On Feb 25th, their staff were on-site to provide a free pancake breakfast for the residents, tenants and staff.

In April, you will hear about a new 8 week course that we will be holding on-site for care-givers, aged 55+ , entitled Living Life to the Full! 12 Hours That Can Change Your Life! This course is funded in part by the Government of Canada's New Horizon for Seniors program. Stay tuned for more information!

On another note, I am pleased to say that the elevator lock-out project is now complete. You may see a new sensor strip and keypad in each of the three elevators. If a resident who is wearing a

wanderguard bracelet, enters the elevator, it will not move. An audio and visual alert will ring on each unit alerting the nursing staff to check the elevator lobby.

If present, the staff member will enter a code into the key pad and the resident will be guided back to their room. As an enhanced security measure, the code for the keypad will generally not be given out to families and visitors. Please help us to keep our resident's safe, by ensuring that a resident is not leaving with you, as you exit a unit.

The lead story in this issue of The Communicator was good news for the staff and management who work hard to make The Wexford a comfortable home for the resident, while providing high quality care within our limited resources. However, we are always wanting to improve our level of service to families and residents, so the Board committed to providing all staff with one day of customer service training which took place between January and March of this year.

It is a pleasure to serve as the Executive Director and CEO of The Wexford and if I can be of assistance, please do not hesitate to call me at 416-752-8879. Happy Spring!



Golf & Sponsorship Registration:

Sponsorship

Name _____

Address _____

Postal code _____

Phone _____

Email _____

Tournament Sponsorships

- Banquet Sponsor: \$7,000
- Golf Cart Sponsor: \$5,000
- Golfers Prize Sponsor: \$3,000
- Promotions Sponsor: \$3,000
- Silent Auction Sponsor \$2,000

NOTE:

There can be more than one sponsor in each category.

I would like to be a _____ Sponsor

\$ _____

Golf Registration:

- Individual: \$195.00**
- Foursome: \$780.00 (Early Bird)**
- After May 31st:**
- Individual: \$210.00**
- Foursome: \$840.00**

I would like to register

- Individual
- Foursome
- other _____

1. Name _____

email _____

Phone _____

2. Name _____

email _____

Phone _____

3. Name _____

email _____

Phone _____

4. Name _____

email _____

Phone _____

Total Amount: _____

Method of payment:

Cheque (payable to Wexford Residence Foundation)

Credit Card (Visa/ MC)

_____ Exp. _____

Signature: _____

For more details on sponsorships and golf registration, please contact Clement Lo at clo@thewexford.org Telephone: 416- 701- 2507

11th Annual Charity Golf Tournament



Tuesday June 21, 2016

It is time to get your golf gear ready for our annual golf event – The 11th Annual Joint Charity Golf Tournament at Remington Parkview Golf and Country Club on Tuesday June 21st. It is a great opportunity to have fun playing your favourite sport and at the same time raise funds for a worthy cause, the seniors of four homes – Advent Valleyview Residence, Mariann Home, Nisbet Lodge and The Wexford.

We appreciate your generous support for the past 10 years, and look forward to your participation again this year. The money raised will help each home to fund important projects that directly benefit their seniors. This year our share will go towards the purchase of **residents mobility aides**.

We are pleased to have the following sponsors on board again this year.

- Tournament Sponsors Medical Pharmacies and Achieva Health
- Lunch Sponsor Aquicon
- Hole in one Sponsor Hub International

The following sponsorships opportunities are available:

- Golf Cart Sponsor \$5,000
- Golfers' Prize Sponsor \$3,000
- Promotions Sponsor \$3,000
- Silent Auction Sponsor \$2,000

For your convenience, we have included the registration form on the next page.

Complete the form and mail, fax or email it to the contact person listed. With just two steps you are done!

Silent Auction Items— The Silent Auction continues to be one of the highlights of the Tournament. Every year, golfers take home great items: gift cards, entertainment & sports tickets as well as small appliances, just to name a few. We would be very appreciative if you would consider donating one of these items for the auction.

Please contact Clement Lo at clo@thewexford.org Telephone: 416- 701- 2507

He will be happy to assist

We look forward to seeing you on Tuesday June 21st!

Satisfaction Survey 2016

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Results of the family survey. The overall satisfaction of family members regarding the care that their loved ones receive was very favourable. The most consistent answers to the question– What are three things you like about having your family member at the Wexford? centered on entertainment at socials, excellent care, kind staff, cleanliness and location. The areas families identified for improvement were: food, parking, encouragement to attend activities, consistent care approach and better shift communication.

Results of the resident’s survey. The overall satisfaction of residents was very positive. Their responses provided numerous positive comments about living at The Wexford - feeling well taken care of, programs, cleanliness of the home, friendly staff and location. The areas identified for improvement were: more staffing, staff to introduce themselves, more programs on the weekends and evenings and food variety.

Regarding benchmarking, we scored the highest on one question- “ I am satisfied with the medical/ physical care that my family member receives.” Our families gave us a score of 97%, the highest among the Toronto Alliance Homes.

Thanks to the family members and residents who participated in this survey. Your comments and suggestions are valuable to us. Based on your feedback we will work on improving those areas that you have identified and continue to provide our residents with quality care and a safe place to live and call “home”.

Staff News



PROMOTION

Bree Grant is the new Executive Assistant to Sandy Bassett, CEO

Bree started at The Wexford as a placement student while completing her Social Service Community Worker Diploma.

In 2013 she assumed the position of Administrative Assistant in the Front Office and in February this year she was promoted to her new position, Executive Assistant to Sandy Bassett. Bree has over 15 years experience in Information Technology, Program Development, Administration and Volunteer Management.

Congratulations!

What's Happening at The Wexford



Presents

PANCAKE DAY

at
The Wexford Residence

Thursday February 25



Cora Quinlan, Lenora Hardy, Florence Milne

On Thursday February 25, Griffith Foods provided 140 complimentary pancake breakfasts for residents, families, tenants and staff of The Wexford. Griffith Cares Event was part of an initiative of feeding a million people across Ontario.

The Wexford would like to extend a special thank you to Mike Currie and his Team of Volunteers from Griffith Food for the wonderful contribution to our home. Also, Roland Ardnt and Mariana May from The Wexford Activation Team for assisting in the coordination of the event.



Ronald Smith, Margaret Smith and Pamela Manickavasagar



Ken Phelps and Nancy Brumwell

Outing to Canada Blooms Show



On March 18, residents from The Wexford travelled to Canada Blooms, to see the various spring/summer exhibits. This was the first year that the group has attended this show and this suggestion was brought forward by family and residents during the Activation Planning Day held last November.



Staff & Residents pictured here

Robert Foote, Jean Walks, Shirley Youngman, Meredith Thompson (Activation), Pamela Middleton, Mariana May (Activation), Florence Queselles (PSW), Ron Smith, Margaret Smith, Roland Ardnt (Activation), Ann Bell

Community Outings are held once a month with various trips to local attractions around the Greater Toronto Area. Plans are already in the works for an outing to Medieval Times on April 29.

Inquiries or suggestion can be forwarded to Wayne Connelly Director of Program Support Services at wconnelly@thewexford.org or 416-701-2505.

St. Patricks Day International Cuisine

The tenants and residents from The Wexford celebrated with a traditional Irish Dinner on Thursday March 17, for St. Patrick's Day. The menu included Sweet Pea Soup, Beef & Lamb Irish Stew and Strawberry Shortcake, all prepared by members of the Activation Team. The dinner was followed by Irish themed entertainment performed by Yohanna Vanderkley.



Linda and Muriel Strome



Jim and Nancy Brumwell

International Cuisine is a special event put on by the Activation Team to celebrate the culture and traditions from different countries from around the world.