

Golf & Sponsorship Registration:

Sponsorship

Name _____
 Address _____
 Postal code _____
 Phone _____
 Email _____

Tournament Sponsorships available:

- Banquet Sponsor: \$3,000
- Golf Cart Sponsor: \$2,000
- Lunch Sponsor: \$2,000
- Promotions Sponsor: \$2,000
- Canada 150 Sponsor: \$1,500
- Contests Sponsor: \$1,000

I would like to be a _____ Sponsor
 \$ _____

Golf Registration:

Individual: \$200.00
 Foursome: \$800.00

I would like to register

- Individual
- Foursome
- other _____

SPECIAL DIETARY REQUIREMENTS:

1. Name _____
 email _____
 Phone _____

2. Name _____
 email _____
 Phone _____

3. Name _____
 email _____
 Phone _____

4. Name _____
 email _____
 Phone _____

Total Amount: _____

Method of payment:

- Cheque (payable to The Wexford Residence Inc.)
- 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**

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

REGISTERED CHARITABLE BUSINESS NUMBER: 118820216RR0001

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

Do you have a loved one moving into The Wexford? A Wexford family mentor can help make this experience a little easier for you.

The Wexford family mentors are family members who have been through the experience of moving their loved ones into The Wexford

.....read more



The Wexford's New Family Mentor Program

The Family Mentor Program is a non-clinical support and resource for family members of The Wexford Residence. The mentors are family members who have been through the experience of moving their loved ones into The Wexford community. It is a free volunteer service coordinated by Linda Strome, who chairs our Family Support Group.

The family mentor's role is to provide a friendly welcome and peer support to new families. The goal is to help families make the transition of moving their loved ones into the Wexford community as easy and effortless as possible.

In 2012, Baycrest's Apotex Centre Jewish Home for the Aged, introduced a Family Mentor Program in response to gaps in the admissions process that were identified during a multidisciplinary review by their staff, volunteers, clients and family members. The review identified the need to improve the way Baycrest prepared and greeted new residents and their families. The program has had a positive impact on families and has become embedded within the culture and integrated into their admission process.

Baycrest was willing to share their experience and details of their program with us and after careful review, we felt it would be an asset to have a Family Mentor Program here at The Wexford.

Cont. on page 4

INSIDE THIS ISSUE:

FROM SANDY'S DESK 2

FROM SANDY'S DESK 3

THE WEXFORD MENTORSHIP PROGRAM CONT'D FROM PAGE 1 4

WHAT'S HAPPENING AT THE WEXFORD 5

UPCOMING EVENTS 6

12TH ANNUAL GOLF TOURNAMENT 7

GOLF REGISTRATION FORM 8



From Sandy's Desk



Spring is now upon us and we are all happy to see the warm weather and flowers beginning to bloom. The residents will be happy to know that they will soon be outdoors, enjoying our backyard garden and gazebo!

I want to start by thanking Linda Strome, Chair of our Family Support Group, for enthusiastically taking on the **Family Mentor Program** project. I had read about the program at Baycrest and thought it would be a good fit for our home. Thanks also to Baycrest for willingly sharing the details of their program with us.

We recently received our **Resident and Family Satisfaction Survey** results and again, overall, we did very well. Generally speaking, family satisfaction scores were higher than resident satisfaction scores, and this is a trend that has been noticed across the group of ~twenty not for profit homes that use the same survey and 3rd party consultant, who tabulates the results for all of us.

The Toronto Star recently did a front page story on food quality on a **daily budget of \$8.33/ resident/day** in long-term care. Unlike the story in the newspaper, our residents and families are generally very happy with the quality of food that we serve.



All of our food is cooked fresh and on site. All meals and menus have been approved by our Registered Dietitian and also by our Resident Food Committee. It is a four week menu cycle and the menu is changed twice a year (Winter/Spring and Summer/Fall). Residents provide input into the menu choices and changes are made based on their feedback.

At each meal, there are two entrée options and seasonal fresh fruit is served four to five times a week. In addition, hotdogs and beans are served once a month, and you may be surprised to learn that this is one of our most popular meal choices!

In response to the comment "I generally enjoy my meals", 87% of residents and 84% of families responded positively to this statement. The variety of the menu received scores of 84% and 90% respectively and finally 91% and 90% respectively of residents and families responded to the comment "Meal time is pleasurable".

Although I am pleased with the results of our survey, regarding the quality of our food, we do struggle to live within the budget of \$8.33/ resident/day. Certainly with an increase in the raw food budget, we would be able to even further improve the quality of the meals that we prepare for our residents.

As expected there were **areas for improvement**, namely related to health information updates. Surprisingly only 24%

12th Annual Charity Golf Tournament Tuesday June 20, 2017



*Make the game
make a difference*

Our 12th Annual Joint Charity Golf Tournament at Remington Parkview Golf and Country Club will take place on Tuesday June 20th.

This year we will be celebrating Canada's 150th birthday. Our dress code is red and white, please join the fun by dressing accordingly.

We appreciate your generous support for the past 11 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 reclining chairs for palliative care and dementia art.

Our lead sponsors this year are : Achieva Health, Medical Pharmacies and Stevans Sales & Marketing Inc. The Silent Auction Sponsor is Golden Dental Care Services, our Putting Sponsor is gArchitects and the hole-in-one sponsor is Hub International.

This year we have added new categories to our sponsorship package which would give you more opportunities to support our homes.

For your convenience we have included the registration form on the back page. Complete the form and mail, or email it to the contact person listed.

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**

We look forward to seeing you on Tuesday June 20th



For these events

STAY TUNED...

For more details



CANADA 150

Canada Day 150

We currently have a working group planning our **July 1st Canada 150 Day Celebrations.**

Please plan to attend our community

event. We have rented a large tent for the front parking lot where we will have live entertainment for about four hours, a lunchtime BBQ, Canada 150 t-shirts for all residents, tenants and staff, face painting and more. This celebration will take the place of our annual family picnic (which traditionally would have been held the previous Saturday).

I want to thank the Tenant Association and the Volunteer Association for their generous financial contributions to help us put on a memorable day for all!

Accreditation Canada

The Wexford Residence Long-term Care Home will be participating in Accreditation Canada's Qmentum accreditation program.

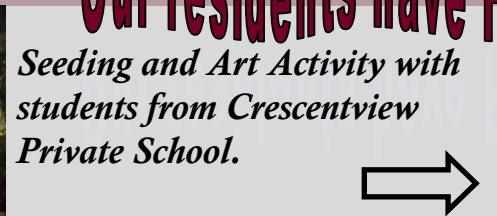
Accreditation Canada is an independent, not-for-profit organization that sets standards for quality and safety in health care and accredits health organizations in Canada and around the world.

Two surveyors will be on site September 18, 19 and 20th to do our next quality accreditation. Thanks to our family representatives, staff and the Board of Directors who have assisted us in the completion of a number of assessment documents and survey tools. There is a lot of upfront work to complete prior to the surveyors arrival but we are well on our way to having the necessary evidence and documents in place.

Our residents have Fun



May 10th field trip to Canada Blooms Resident Anis Bagdatliyan with event volunteer.



Seeding and Art Activity with students from Crescentview Private School.



April 20th field trip to the Canada Blue Jay Games



of residents responded positively to the statement "I receive regular updates about my health" (families responded positively at 82%). Another similar question also received poor marks from our residents. Under physicians, "Ability to explain the resident's health in lay-man's terms", only 39% rated this statement positively (families 93%).

I have asked our social services worker, Grace Arnedo, to conduct a mini focus group with the residents to discuss the above two issues in more detail, to try and identify how we can improve in these areas.

Anyone wanting a copy of the survey can pick one up from my Executive Assistant, Bree Grant.

We did have our annual **RQI (Resident Quality Inspection)** from Feb 9 – March 2, 2017. We have not yet received our public copy but once we do, it will be posted in the lobby. We were happy with the results. We received 6WN (Written Notifications) and 2 VPA (Voluntary Plan of Action).

Again, we do expect to receive the public copy very soon and if you would like a copy of it, please see Bree Grant, my Executive Assistant.

Finally, we are presenting our **BSO program (Behaviour Supports Ontario)** at the **OANHSS Annual Convention on April 20th.**

Over the last four years we have implemented a very robust program for residents with dementia, including a weekly review of all responsive behaviour notes on all units and

our all female unit for residents with dementia, which is relatively unique in the Province .

We are doing a 90 minute presentation on a wide range of other quality initiatives that we have implemented and which have contributed to a significant improvement in our behaviour related quality indicators.

If you would like to discuss any of the above or any other issue or concern, please do not hesitate to call me at 416-752-8879.

Respectfully submitted,
Sandy Bassett



Thank you for Supporting our Christmas campaign!

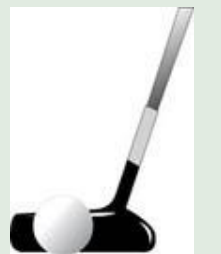
We have successfully raised enough funds to purchase a Bladder Scanner for our residents. It is now on site.



Save the Date

Joint Charity Golf Tournament

Tuesday June 20th at Remington Parkview Golf and Country Club



Details ..page 7

The Wexford Residence Family Mentor Program cont.

How will the Mentorship program work?

- The Wexford Social Services Coordinator will notify families about our Family Mentor Program and get their verbal consent to participate.
- The Family Facilitator will be provided with the name of the resident, the room number and the date of admission along with the name and contact information of the family member who is the main contact for the resident.
- Share the family member's contact information with a Family Mentor.
- Follow up with the family member one month after the resident's admission to request feedback on the program.

Here are some of the ways that the Family Mentor would assist the new families:

- Contact the family member by phone prior to admission day to introduce the Family Mentor Program and to have a chat and arrange to meet or follow up with the family member on or after admission day.
- Do a general walk about the unit and The Wexford (e.g. chapel, finance office and other areas identified by the family).
- Direct family members to appropriate staff as needed.
- Help family access information and/or

provide assistance as required and appropriate.

- Follow up with the family members to ensure a smooth transition and respond to any questions.
- Attend Family Mentor meetings to discuss issues, share experiences and learn from one another.
- Provide a friendly ear and answer questions with a goal to help alleviate the stress and anxiety that families often feel when moving a loved one into Long Term Care.

The relationship between the family and the mentor will continue by mutual agreement.

The Family Member Mentor Program is a unique opportunity to give emotional and practical support to new families as they make the transition of moving their loved ones from familiar surroundings to a new and unfamiliar living space. Our hope is that this new initiative will be a very positive experience for both parties (the Mentor and family members).

If you have any questions about this program do not hesitate to call me at 416-752-8879

Sandy Bassett

COMING SOON!

We are planning an educational evening for families and residents on our palliative care program. Topics to be covered included levels of care, funeral information, and we will be showing a Alzheimer video.

What's Happening at The Wexford



We increased our PSW staffing levels on all units, effective April 8th, 2017. This has been a long time in the planning, as we needed to do a lot of background work to increase our CMI (case mix index) which is the basis for our funding from the MOHLTC. Effective April 1, 2017, our increased CMI will allow us to add 1 PSW to each day shift (currently is just two) and a half of PSW (4 hours) to the evening shift. Staff and families have been asking for more PSWs on the units for years and now we can actually do it.

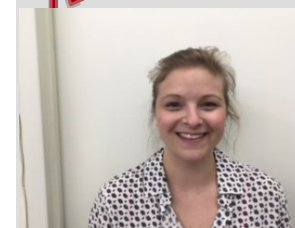
Shift	2 nd	3 rd	4 th	5 th	6 th	7 th
Day	3	3	3	3	3	3
Evening	2.5	2.5	2.5	2.5	2.5	2.5
# of residents	26	28	27	28	28	29

The PSWs had an assignment of 1 PSW: 14 residents. Now their assignments will be reduced to 1 PSW: 10 residents. This staffing ratio is more in line with other nursing homes.

I want to thank the PSWs for their patience over the last two years. Our PSWs are truly committed to their residents and think of them as their grandparents. They always try to provide the best quality care that they can but they have been stretched over the past couple of years! Thank you so much to our wonderful PSWs!

New faces

At the Wexford



Erica Day – The Wexford would like to welcome Erica to our team as our new Coordinator of Responsive Behaviour Program. She joins us after five years of experience at Orchard Villa which is an early adopter home for Responsive Behaviours in the Central East LHIN. Erica brings with her a wealth of experience working with residents with responsive behaviours, and will further strengthen our current program. Most importantly provide support to our front line staff in the management of these behaviors.

Welcome Erica!