

**Sponsorship Registration:**

**Sponsorship**

**Hole Sponsor \$500**  
**Contest Sponsor \$1000**

Name \_\_\_\_\_

Address \_\_\_\_\_

Postal code \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

I would like to be a \_\_\_\_\_ Sponsor

\$ \_\_\_\_\_

**Golf Registration:**

**Individual: \$200.00**  
**Foursome: \$800.00**

I would like to register

- Individual
- Foursome
- other \_\_\_\_\_

**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) only  
 \_\_\_\_\_ Exp. \_\_\_\_\_

Signature: \_\_\_\_\_

Complete your registration and email to **Clement Lo** at [clo@thewexford.org](mailto: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](mailto:information@thewexford.org). Website : [www.thewexford.org](http://www.thewexford.org)

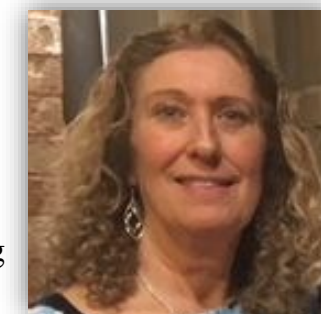
REGISTERED CHARITABLE BUSINESS NUMBER: 118820216RR0001



Spring 2019



**From Sandy's Desk**



The days and weeks go by so fast and now spring is here to bless us with the warm weather and spring flowers!

Life at The Wexford continues and it is a pretty quiet year. In 2019 we do not have any large events planned. The last few years have been busy with Canada 150 Celebrations and Accreditation in the summer and fall of 2017 and we had a number of celebrations in 2018 to recognize our 40<sup>th</sup> Anniversary of care and service to our Wexford community. In 2019, we are back to our usual activities. Our resident, family and tenant BBQ is scheduled for Saturday, June 22<sup>nd</sup> which will be held in the back garden. Please mark your calendar for this event.

In this issue of The Communicator, we have again shared our resident and family satisfaction scores. There is always room for improvement; but overall, we are very happy with the results. If you ever have an unaddressed concern or are unhappy with the outcome of a voiced concern, please do not hesitate to contact me. I have found, over my past 13 years leading this organization, that almost all problems can be resolved when the involved parties meet to discuss the issues.

I am also very proud of our Palliative Care/End of Life Program offered here at The Wexford. Over 80% of our residents chose to die here, in their own home. We will be presenting our program, in the form of a poster presentation, at the 2019 Hospice Palliative Care Ontario Conference being held in Toronto April 28-30<sup>th</sup>. We provide a holistic, coordinated approach and work with the family and the resident to ensure that all their needs are met. We also send all families a post survey to tell us how we did and identify any areas for improvement.

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The Nurse Practitioner is also very involved in discussions with the resident and family as we want to make their journey 'home' a peaceful one.

On a related note, I am looking at starting up a bereavement support group for family members, as some of you struggle with the loss and change in lifestyle, after your spouse, parent, sibling, or friend passes on. I don't have any details at this time but will let you know at a later date.

Also please welcome Linda Strome as our new Family Liaison Council Chair.



Finally, thank you for choosing The Wexford as the Home for your relative. We are grateful that you placed your trust in us and we place great value on that trust.

If you have any comments or concerns, as always, please do not hesitate to contact me at sbassett@thewexford.org or 416-752-8879.



## Satisfaction Survey Results 2018!

The Results are in...  
How did we do?

The results of the survey shows improvement in some areas over last year's survey.

Residents responses to the survey questions:

### 2018 vs 2017

#### Quality of Personal Care and Services

Personal Care & Services	100% vs 97%
Responding to Needs & Requests	100% vs 92%
Mobility & Independence	96% vs 94%

#### Food and Food Services

Resident's response to mealtime questions have improved significantly.

I generally enjoy my meals.	87% vs 75%
Variety of menu.	87% vs 71%
Meal time is pleasurable.	87% vs 64%

#### Communication

I can express my opinion without fear of reprisal. 100% vs 89%

#### Spiritual Care

Able to take part in Religious/Spiritual Activities. 80% vs 75%

#### Quality of the Living Environment

Temperature 100% vs 90%

14th Joint Charity Golf Tournament on Tuesday June 18th, 2019 at Remington Parkview Golf and Country Club



It is that time again, get the golf clubs out and begin to practice your swing for our 14th Joint Charity Golf Tournament!

14 years of good partnerships with Nisbet Lodge, Mariann Home and Advent Valleyview, our corporate sponsors and you! Thank you for coming out every year to play golf and help us raise significant funds for our fundraising projects. Last year we used our share to purchase bed safety systems, including perimeter mattresses and bolster pads. This year our revenue will go towards purchasing furnishings for our home, including the main lobby, back garden and Kiosk.

To date we have secured the following Sponsors:

<b>Lead Sponsor:</b>	Medical Pharmacies	<b>Banquet Sponsor:</b>	Achieva Health
<b>Silent Auction:</b>	Golden Dental Care	<b>Lunch Sponsor:</b>	Medical Mart
<b>Golf Cart Sponsor :</b>	F. Shaw Management	<b>Putting Sponsor:</b>	Brimley Medical Centre
<b>Promotions:</b>	Comfy Cotton		

There is one sponsorship still available.

Contests (\$1,000) is open

**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. Please consider donating one of these items for the auction.

For your convenience we have included the registration and sponsorship form on the back page. Complete and email to:

**Clement Lo at clo@thewexford.org**  
**Phone number is 416- 701- 2507**  
**Or mail it to his attention at The Wexford Residence**  
**1860 Lawrence Ave. East Scarborough ON M1R 5B1**

For details about sponsorship, the tournament and donating silent auction prizes email Gwen Ramsay at foundation@nisbetlodge.com.



**We look forward to seeing you on Tuesday June 18th!**





Thanks to our donors who contributed to our Christmas Campaign. We purchased these brand new curtains for the 4th Floor Dining Room.



We would like to take this opportunity to wish Wayne Connelly who was our Director of Programs and Services every success in his new role as Administrator at one of the Revera Nursing Homes. Wayne has been a very valuable asset to our team and we are very appreciative of his hard work and dedication to our home over the last nine years.

On behalf of everyone here at The Wexford we wish Wayne every success in his future endeavors.

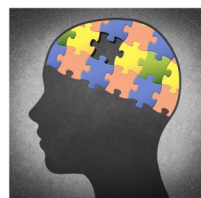


# Mark Your Calendar

## The Wexford Family Liaison Council invites you to a free workshop for family caregivers.

Alzheimer's Society of Toronto presents

### Understanding Behaviour & Communication Strategies



**Tuesday, April 30**  
**1:30 - 3:30 pm**

in the Boardroom (Activity level)

This workshop will provide caregivers with the tools and education to respond to changes in communication and responsive behaviours, in a safe environment for sharing and discussion.

LIGHT REFRESHMENTS AVAILABLE

Register by April 16: Linda Strome 416-752-7320 or [lstromer@rogers.com](mailto:lstromer@rogers.com)

## Resident Family & Tenant Barbecue

Saturday June 22<sup>nd</sup>, 2019

The BBQ will be held in the Patio Garden off of the Ground Floor.



## Julia's Report

There were differences in the response of the families vs residents. In some areas the residents satisfaction scores were higher than the families' scores. i.e Food & Food Services, Recreational Activities, and Overview Satisfaction.

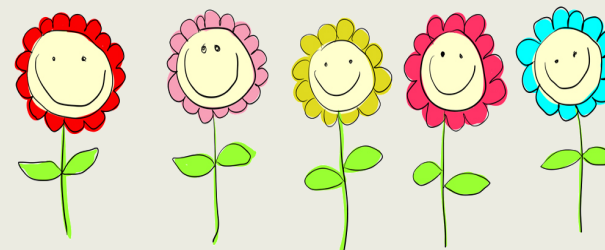
Over all, the results of the survey show that residents are more satisfied with The Wexford than families.

The results of this survey will be reported to the Resident and Family Councils. Areas of improvement will be identified and steps taken to make any necessary changes.

**Thank you to everyone who participated in this survey!**

## Keypad Update

Implementation of Keypads at the entrance to each unit door is underway, and should be completed soon.



After embarking on our Best Practice Spotlight Organization journey in May 2018, Year One has finally come to an end. As a home, there were many successes with the implementation of the Preventing Falls & Reducing Injury from Falls Best Practice Guideline. The interdisciplinary team and frontline staff have managed to reduce the number of falls within the home and improve processes for identifying risk and implementing preventative measures.

Overall our provincial fall rate has decreased by 0.8% within the last year which is a big improvement. The home aims to work towards Health Quality Ontario Benchmark target of 9.0%. Currently we are at a performance of 10.7% and the Provincial Average.

As the beginning of Year Two approaches, emphasis will be placed on the Person & Family Centred Care Best Practice Guideline and Oral Health Best Practice Guideline.

Person & Family Centred Care will focus on enhancing the quality of relationships between health care professionals, residents and families. The guideline also focuses on the person as a unique whole and not just their immediate illness or disease.

The Oral Health Best Practice Guideline will focus on assessing the oral health of residents and implementing clinical recommendations to improve oral health status. The team hopes that the BPSO enthusiasm and involvement around the home will continue and Year Two will be just as exciting as Year One!



**THE WEXFORD RESIDENCE INC. - OUR RESIDENTS**



75% English,  
25% Armenian, Cantonese, Chinese, Estonian, Finish, German, Greek, Gujarati, Italian, Italian, Korean, Macedonian, Polish, Tagalog, & Tamil

**AVERAGE AGE**



- 95% Satisfied and very satisfied with dwelling
- 95% Satisfied with maintenance
- 87% of Residents say that staff listen to me
- 96% of Residents say they would recommend The Wexford.



Of residents say that meal times are pleasurable. They generally enjoy their meals & there is a variety of menus.



Participated in activities, on the unit & 77% have access to enjoyable things to do on weekends.

**Average Length of Stay (Mortality)**



Inappropriate use of antipsychotics in Long-term Care.



Residents with a diagnosis of Dementia. 75%

**Griffith FOODS pancake breakfast**



thank you!

**What's Happening at The Wexford**

On Tuesday April 9th, Griffiths Foods provided a complimentary pancake breakfast for residents, families, tenants and staff of The Wexford. Griffith Cares Event is part of an initiative to feed people in Canada.

The Wexford would like to extend a special thank you to Mike Currie and his team of volunteers from Griffith Foods for the wonderful contribution to our home and also The Wexford Activation team for assisting in the coordination of the event.

