



Greetings from Peter Rekai, Chair



I invite you to review the second page of this newsletter to learn more about the committee structure of the Board of Directors. The majority of the work of the Board is carried out at the committee level and we are indeed fortunate to have a very active board representing diverse professions, who commit many volunteer hours each month on behalf of the residents and their

families. By mid November, our website, www.rekaicentre.com, will be revamped and include new information for families and the residents, as well as our external stakeholders. Included in this new website is a section called BoardLink. The full Board normally meets six times yearly and contained in this new BoardLink section, will be a summary of items deliberated at Board meetings.

In the last newsletter, I promised to keep everyone apprised of developments concerning our application under the Ministry of Health and Long Term Care Capital Renewal process. Our application was submitted by the deadline of July 31, 2009. The Ministry of Health and Long Term Care has indicated that they will make an announcement sometime this year with respect to the Long Term Care Homes which will receive the capital renewal monies. Be assured that as soon as we know the decision, we will communicate it through this newsletter.

Lastly, as you read this newsletter, you will see a very robust and exciting list of programs for the residents and families to enjoy. Families and residents alike have advised us that they wanted more outings and they wanted to experience the benefits of living in the City. We listened and our Director of Residents Programs, Barbara Michalik and her team have developed a very extensive list of program opportunities. Many residents are participating and indeed we are even starting to see potential residents listing our homes on their CCAC applications because of the enhanced programming. This programming is, however, far beyond what the Ministry of Health and Long Term Care provides us in the annual budget. You will shortly be receiving from me a letter requesting financial support. I encourage you to take a moment and send a donation of any size or fill out the donation form on the back of this newsletter. You will receive a charitable donation receipt for your contribution and the grateful appreciation from the residents of the Rekai Centre and Wellesley Central Place.

Greetings from Mary Hoare, CAO



I am pleased to report that our Senior Management team is now complete with the addition of David Marriott as the new Administrator of the Rekai Centre. In early September, Sandy Hall left us to pursue a new opportunity. The Senior Management team is currently focused on the development of a Human

Resource Plan, creating an analytical CQI reporting format in addition to the commencement of fundraising efforts while readying the corporation for Accreditation. At the end of November and early December, we will welcome the surveyors on site for the re-accreditation of the Rekai Centre and the inaugural accreditation for Wellesley Central Place.

The accreditation preparation has provided us a structure to review best practices in a number of areas including falls prevention, pain management and to fine tune our pressure ulcer awareness success. Within this newsletter is a description of the wonderful work the nursing departments in both homes have carried out in the area of falls prevention, the sixth leading cause of death amongst seniors and the disabled. The Ministry of Health and Long Term Care as well as the City of Toronto's Public Health Dept have also provided us with information and new tools to create more effective pandemic and infection control plans.

The Ministry of Health and Long Term Care recently launched a new electronic health care system called RAI-MDS. This new electronic health care system has required extensive training by all nursing staff led by our new RAI-MDS co-ordinators in each home. This new system allows for more resident-centred care and eliminates a great deal of paperwork for the frontline staff while providing us with more detail on the care plans for each resident. The arrival of the RAI-MDS system assists in operationalizing a key Strategic Priority in our new Strategic Directions—Resident Centredness. In November we will unveil the Strategic Directions to our staff first and then begin the roll out to our residents, families and external stakeholders.



Board of Directors Update

The Drs. Paul and John Re kai Centre is ably governed through an elected group of individuals from the community. The majority of the work of the Board of Directors is carried out through it's strong committee structure. The following is a list of the committees:

- Executive Committee**
- Governance Committee**
- Finance and Audit Committee**
- Resident Care and Service Committee**
- Outreach and Partnership Committee**
- Capital Renewal Task Force**

In the Winter edition of the newsletter, we will present the mandates of each committee along with a list of the individuals who sit on the committees and their professional credentials.

Annual Report

The Annual Report for the Drs. Paul and John Re kai Centre will be published in November and also placed on the website.

Updated Website

Our website is currently undergoing an extensive review and a new, revitalized website will be online shortly. Please visit the new website, www.rekaicentre.com for the latest information concerning the Re kai Centre and Wellesley Central Place.

Board Link

Following the tradition of a number of non-profit organizations, after each Board meeting, a summary of the items discussed and decisions reached will be posted on the new website under a button called Board Link. We invite you to check this button for the latest information being considered by the Board of Directors.

Introduction of the new Administrator at the Re kai Centre

David Marriott

Joining us September is David Marriott. David comes with an extensive background in leading and managing organizations in the Long Term Care and Retirement communities with over eight years in senior management and 15 years in Long Term Care and Health Care environments in progressively responsible positions.

David has held positions including management of Food Services and Environmental Services in small and long term and multiservice Long Term Care operations. He also sits on the Board of a not for profit Long Term Care Home in Toronto.

David's education includes Business Administration, Marketing, Food Service Management, Long Term Care Senior Management and he holds a Long Term Care Administrator Certificate. He is currently completing a certificate in Human Resources Management to achieve his CHRP (Certified Human Resources Professional) designation.



David believes in a resident-centred approach for care and in engaging residents, families and staff in continuous improvement initiatives.

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If you wish to submit an idea for consideration in the Winter newsletter, email: sue@rekaicentre.com

Sue Graham-Nutter,
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Putting the spotlight on our Residents!

The Drs. Paul and John Re kai Centre are very proud of our “Resident Centred” focus. We recognize that each and every individual coming into our homes have experienced a rich and interesting life. On this page in every newsletter, we will put the spotlight on two residents and introduce them to you, our reader. We welcome the opportunity to introduce the interesting aspects of our residents lives. This is our ‘old fashion’ version of ‘Facebook’!



Mary Evelyn Garratt Resident of Re kai Centre

Mary Evelyn Garratt was born on July 9th, 1920 on Rotherhill Rd in London, England. She is the youngest of five sisters and 1 brother. Evelyn’s mother died when she was 13 years old and she lost her father at the age of 2. Between 2 and 4 years of age, she lived in different orphanages. In 1924, she was adopted by The Sunbeam Guild where she lived until she was 18.

At 18 Evelyn decided to make a life for herself and obtained a position as a maid which lasted 6 weeks. She then went to live with one of her sisters in London. The Second World War was raging at the time and she went to work in a war factory where she made and inspected tank parts for Russia. On her way to work, a bomb struck the building where she lived and she suffered injuries to her left hand, face and lost both breasts.

When the war ended, Evelyn left London and headed for Montreal where she worked as a waitress. She found the French language difficult and made her way to Toronto. After setting in Toronto she worked at a restaurant called Murray and held a second job at the Eaton Centre. She stayed in touch with her siblings by letter and the occasional visit. Evelyn lost touch with her remaining family after her sister died. Evelyn sustained further injuries after a freak accident in an elevator and ended up in hospital. Upon her discharge, she came to the Re kai Centre. Evelyn feels she has had a very interesting life.

John Moseley Resident of Wellesley Central Place

Adventurous and educated don’t begin to explain the life of John Moseley, an English gentleman who moved into WCP in April 2008. John was born in MacClesfield, England November 1924, one of 5 children.

When he was 17, John enlisted with the Royal Navy, serving 5 years on destroyers and torpedo boats. These years earned him the Atlantic, German and France Stars, and took him to places like the Faero Islands.

John came to Canada in 1954 alone. He spent many years at the University of Toronto in order to get his 3 degrees ~ his BA, Bachelor of Library Sciences and his Masters in Education. John worked as a teacher and a librarian with the Toronto District School Board.



John married in the small village of Lena, Manitoba in 1967 and had one daughter, Jane. They were married for 30 years. Retirement didn’t slow John down as he was an usher at Osgoode Hall, an extra in films and with the T.O. Opera Company performing in such plays like Carmen. He is also a member of the T.O. Film Society who watch old and rare films. He has travelled to throughout the USA, to Russia at the height of the cold war, and being the military history buff he is, has visited many of the battlefields site of WWI in France and Belgium. John has been to the museums in Washington, and states that New York City “has a magic never seen in any other city.” Not only is he a world traveler, military history fan but also has a keen interest in railways/locomotives, and keeps reading about all these John’s personal belief is that “keeping active is important, and reading is important to keeping the mind active.”

Written by Beverly Life Enrichment Aide

Outings our residents have enjoyed!



National Ballet School

This is a brand new partnership that was formed with the National Ballet School. The residents were invited to watch a performance by student balletarias and enjoyed the day immensely.

Windreach Farm

Earlier this month, the residents experienced a traditional harvest day enjoying a hay ride and apple picking.

Pacific Mall

On October 9, the residents of the Rekai Centre visited the Pacific Mall to celebrate the Chinese Moon Festival.

Upcoming Events:

All That Jazz

In co-operation with Ryerson University, a jazz program for the residents and those interested in the community began in early October and will run until the last week of November. This program takes place at Wellesley Central Place.

Keeping Fit

Again, in partnership with Ryerson University, this program is designed for people wanting to learn how to stay fit. We welcome members of the community to join in these classes. This program takes place at Wellesley Central Place.

Mandarin and English translation classes.

In keeping with the tradition of our multicultural home and sharing culture, new this fall are Chinese and English translation classes. The Cantonese/Mandarin speaking residents learn how to speak English and English speakers, including staff, learn how to speak Mandarin. This program takes place at the Rekai Centre.

Tuck Shop

Starting October 20 and running every month, a tuck shop will be offered for residents who don't have the opportunity to shop for daily supplies. The Tuck Shop will offer Christmas cards, stationary and other items of interest to our residents. The Tuck Shop will be offered at both the Rekai Centre and Wellesley Central Place.

Halloween Programs

Throughout the week leading up to Hallowe'en, the residents will be involved in making scary crafts, pumpkin bowling, pumpkin carving and competition. They will take part in scary/superstitious short stories, a fright night (Alfred Hitchcock Classic and Psycho), baking witch fingers and will participate in a costume party and in a haunted house. This program will be offered in both homes.

Marlies Hockey Game

Last spring we went to a Marlies Hockey Game for the first time and everyone had a great time. We are returning for another fun filled evening. Stay tuned for the date.

86th Annual Royal Winter Fair.

All residents are invited to participate in the Royal Winter Fair with its wonderful agricultural displays, live stock and animal feeding and the ever popular RCMP Musical Ride. There is also a fabulous apple and wine competition.

The Reikai Centre will go on Friday November 6th and the Wellesley Central Place will go on November 15th.



Remembrance Day Service

On November 11th at 11 am, a Remembrance Day Service will be offered at both homes saluting the men and women who fought for our freedom.

First annual Christmas Bazaar

The first annual Christmas bazaar will be held in the Winter Garden at Wellesley Central Place on Saturday November 28th. The residents will sell hand made crafts while the residents, families and staff will mount a bake sale. Donations and assistance are welcomed. Please call Barbara Michalik at 416-929-9385 x 265 or email her at barbaram@reikaicentre.com.

Christmas by the Lamplight in Black Creek Pioneer Village

In December, the historic Village will be dressed in its finest Holiday décor. The residents will delight in the glow of candlelight, oil lamps and gas lighting as they tour the Village. They will taste sugar plums, chestnuts and other Holiday treats. While gathering to listen to Christmas stories and sing with Victorian carollers, the residents will sample mulled apple cider or sip steaming hot chocolate.



Festival of Lights in Niagara Falls

During the Winter Festival of Lights, Niagara Falls is transformed into a winter wonderland of shimmering lights. The five kilometre route along the Niagara Parkway is known as the Niagara Parks Winter Wonderland and includes three million sparkling tree and ground lights, world's largest illuminated Canadian-American Flag, and over 120 lighting displays including the world-famous Enchantment of Disney® animated displays.



Scrooge Play

Queensway Cathedral
December 2009

Christmas/Holiday Parties at the Reikai Centre and at Wellesley Central Place

Holiday/Christmas parties for the residents will take place at both homes in December. The following is the schedule for the parties. We encourage family members to drop by these parties. All parties will start at 6:30 pm

Reikai Centre

December 8th 2nd floor — Main Floor
December 9th 3rd floor — Main Floor
December 10th 4th floor— Main Floor

Wellesley Central Place

December 15th 2 East/West and 4 West — Main Floor
December 16th 3East and West — Main Floor
December 17th 4East — Unit Party

Staff Service Awards

On Tuesday November 10th from 2-4 pm, the Chair of the Board of Directors, Peter Rekai, along with Mary Hoare, CAO, invite over 80 staff who have worked at the Drs. Paul and John Rekai Centre full or part time for 5, 10, 15 and 20 years to be recognized at the Staff Service Awards being held at the Rekai Centre. In the Winter newsletter, we will recognize the name of every staff person who has received one of the service awards. Next year, the numbers being celebrated will be even larger as Wellesley Central Place reaches its 5th anniversary.

CitiesAlive 2009

International Infrastructure Congress delegates visited Wellesley Central Place's Green Roof



On October 22, 2009, delegates from the Cities Alive Congress of the International Green Roof visited Wellesley Central Place. Over 75 delegates from countries like Denmark and Spain visited along with colleagues from the University of British Columbia, the University of Guelph and the Toronto Zoo. John Quinn of Quinn Landscape and Associates, the designer of the Green Roof provided an extensive briefing to the delegates on a wide array of issues ranging from the sustainability of the green roof, to the type of vegetation found on the green roof. The Wellesley Central Place Green Roof is one of the first green roofs built on a long term care home. Certainly the residents living in the adjacent condos and buildings appreciate the aesthetic quality the green roof brings to their city view. TVOntario's French network, tfo, was very interested in the green roof and recently took images to share with their viewers.



The Rekai Centre salutes the residents and families

On Wednesday October 28th, after enduring two outbreaks this fall alone, the management and staff of the Rekai Centre enjoyed an evening of wine and cheese together. The families appreciated the opportunity to learn first hand from the staff the latest developments in terms of new programs in nursing, new educational initiatives and how the home was preparing for the Accreditation. The families were also apprised of the new programming being offered which provides the residents with two outings per month. The Rekai Centre opened it's doors as the first multicultural long term care home in Ontario in 1988—21 years ago.

Accreditation Canada update

By Ms. Sue Graham-Nutter, the Director of Communications and Public Affairs

Accreditation Canada will be visiting the Rekai Centre and the Wellesley Central Place homes in late November and early December. They will assess our performance in key areas such as resident safety, ethics, pandemic planning, infection control, medication reconciliation, policies relating to reporting adverse events along with partnering in the community as examples. To prepare for this visit, our many committees have reviewed numerous policies, updated policies where needed and ensured all the documentation is ready for their review. The standards that Accreditation Canada has set are very high and in preparing for their visit, we have challenged ourselves to meet their standards and to ensure we are providing the best possible care and service for our residents. While the surveyors are in the home, they may ask any staff person, whether it be from nursing, environmental, dietary etc for information. We ask all staff to either provide the information if they know the answer or direct the surveyor to a resource such as a manual or another individual who will know the answer. To the many members of the committees, I thank you for all your hard work. In the next newsletter, I will introduce the entire team and we will share the results of the accreditation.

The Nursing and Education Depts announce a new Falls Program.

A strategic priority of the Drs. Paul and John Rekai Centre is resident care and safety.

The Drs. Paul and John Rekai Centre are members of a group called the Alliance. The Alliance is a coalition of various non-profit long term care homes in the Toronto area who share data and best practices in the area of Resident Care and Safety. Cecilia Yeung, Director of Staff Education and Quality Services at Wellesley along with Linda Joyal, Director of Staff Education and Quality Services at Rekai are members of the Alliance. It was noted that some residents at the Drs. Paul and John Rekai Centre seem to be experiencing more falls than residents in other long term care homes in Toronto. As Falls are shown by research to be the 6th leading cause of death among older adults, the staff returned from a meeting with a goal of reducing the number of falls experienced by residents.

A multidisciplinary team was created including a physiotherapist, a nurse, a member of the environmental services team, a pharmacist and a member of the food services team, to develop and implement the Falls Prevention Program. The new Program is based on the RNAO (Registered Nurses Association of Ontario) Best Practice Guideline: Prevention of Falls and Fall Injuries in Older Adults. The program includes a fall risk assessment, post fall assessment process and sharing of the risk with residents and families. A teaching plan was developed for all staff, residents and families and brochures/hand outs were created. A 'falls logo' was developed to flag those residents at a high risk for falls and this logo was affixed to their chart as well as any mobility device.

At Wellesley Central Place, the program was introduced in August, although through staff education, awareness was growing of the falls program in July. In July there were 31 falls recorded by 23 residents while in September 11 falls were recorded--a full 65% decline in the number of falls. Some residents fall frequently and these residents have now been identified.

At the Rekai Centre, there were 16 falls in July with this number declining to 11 by September--a reduction of 30%.

The staff is very pleased with the results of this multidisciplinary, dual location program. An important consideration the staff considered with the falls program is balancing the desire of providing residents maximum mobility and freedom while being mindful of the need to keep the residents safe.

Help Support the Enhanced Programming for our Residents!

Many of you have commented on the greatly enhanced programming for our residents over the last few months. We are very pleased with the number of outings the residents experience which allows them to fully participate in the surrounding community—a key strategic goal in our new Strategic Directions.

This type of programming is much more costly than is provided by the monies allocated by the Ministry of Health and Long Term Care. Wheelchair accessible buses, tickets to attractions, meals provided while on site, these costs all add up. We would welcome any donation you might be able to provide to ensure the residents receive the best possible care and service.

Please complete and mail in the donation form below. All donations in excess of \$10 will receive a tax receipt.

First Name: _____ **Last Name:** _____

Address: _____

City: _____ **Province:** _____ **Postal Code:** _____

Email: _____ **Phone:** _____

In Tribute

If the donation is to be made in memory or in honour of someone, please provide the person's name.

_____ In memory _____ In honour

Name of Individual: _____

Please provide the full name and address of anyone you would like notified of your donation with any comments you would like to share

Donation amount

Please select the amount you would like to contribute

\$1,000 and up _____ \$500 and up _____ \$250 and up _____ \$100 and up _____ \$10-\$100 _____

Donation amount: _____ Cdn

Credit Card Information

Please type the card holder name as it appears on the credit card. Your credit card should not have any spaces in it.

Cardholder name: _____

Credit Card #: _____ Card Type: (VISA) _____

Expiry: _____(month) _____(year)

Comments: Please send us a message! We appreciate any feedback. Thank you!

If you are mailing the donation, please mail to
Ms. Sue Graham-Nutter - Drs. Paul and John Re kai Centre, 160 Wellesley St E. Toronto, Ontario M4Y 1J2
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