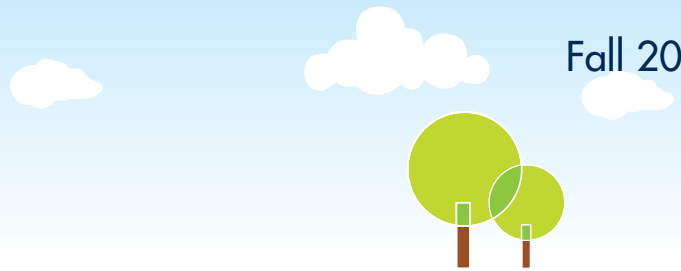




THE
REKAI
CENTRES

Living life to the fullest

Fall 2011



Greetings from Peter Rekai, Chair



The summer and early fall have been a very productive period for both the Board of Directors and Senior Management. A “World Café” was facilitated by Karon West, a Board member which involved the entire Board, external community representatives, Senior Management, the management teams of both homes as well as a number of front line staff ranging

from nurses, PSWs, housekeeping and dietary staff. This group of 50 individuals allowed for a fruitful and extensive conversation aimed at providing the best possible Resident Centred Care and facilitating the culture shift required from a provider centred care model to one which is resident centred.

The Board of Directors adopted a new Strategic Plan in 2009 which included four priorities: Resident Centredness, Community Integration, Excellence in Care, Education and Research and Operational and Fiscal Excellence. Mrs. Hoare, our CEO, has provided a number of details related to the activities related to Resident Centredness in her comments. On behalf of the Board of Directors, I am pleased to report that significant progress has been made on all aspects of our Strategic Plan. We are working closely with many community partners as can be best illustrated through the efforts showcased by our Programming Depts. We are particularly proud of the growth in partnerships with the universities and colleges. Our 2010 Annual Report once again includes our audited statements which confirms our fiscal prudence, necessary at all times, but particularly so as we embark on building a new home for the residents at the Reikai Centre at Sherbourne Place.

The Capital Renewal Committee of the Board is working diligently on the new Reikai Centre, but we have been delayed in making public announcements by external realities beyond our control.

I would like to take this opportunity to extend an invitation to all interested parties to attend our Fall Town Hall Meeting to take place on Wednesday November 23rd at 6:30 pm at the Reikai Centre at Sherbourne Place. The Board of Directors as well as Senior Management will be on hand to answer any questions you might have with respect to the operations of either home and to update you on progress related to our Strategic Plan, renewal of the Reikai Centre at Sherbourne Place and the progress we have made with respect to resident centred care.

Greetings from Mary Hoare, CEO



I am very excited to report on the great progress we have made in moving toward a Resident Centred approach to care. Like many health care environments, the Reikai Centres had been largely based on the provider approach to care. We are now making the change

to Resident Centred Care. The World Café facilitated by Karon West, assisted greatly in allowing ideas to be shared between the staff who work day to day with the residents with both the Board and the Management staff. I was very pleased to see the enthusiasm with which the front line staff have embraced resident centred care. A number commented that they did not feel empowered to make suggestions to changes that would benefit a resident because it was ‘not the way we have typically carried out our duties’. It is the front line staff who know the residents and families the best and we truly appreciate their ongoing feedback.

All staff have now been trained in resident centred care and in Service Excellence. We will be awarded our ‘Service Excellence’ designation this fall by OTEC—a training agency of the Ontario Government.

Early in the fall, we introduced “Plays That Work” . This experiential model of learning was introduced to assist staff in better understanding the often unstated wishes of residents. By the end of November, the majority of staff will have participated in a “Plays that Work” session.

Not only are we undergoing a significant culture change in moving to a resident centred approach to care, but we are sharing with our colleagues in the nursing and long term care world, our success and our weaknesses. I am most pleased that we were invited to address the recent RAO Conference where Myrna Mason, our Nurse Consultant and Barbara Michalik, Director of Programs for the Reikai Centre at Sherbourne Place shared our experiences in Resident Centred Care.

I look forward to meeting everyone at the Fall Town Hall meeting on Wednesday November 23rd to address any questions a resident, family member or stakeholder might pose.



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Mr. Anthony Kellner

Mr. Elie Newman

Mr. Ron Noble

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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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Our Transition to Resident Centred Care

On Staff Education and Graduation Sessions

Affecting a culture change in any corporation is a challenging assignment. Staff, residents and families are used to a certain routine and norms. Shifting from a medical based model of care, the norm in the majority of health care establishments, to a resident centred approach, is a significant culture change. To ensure this shift was carried out as seamlessly and effortlessly as possible, significant resources were provided from the Reikai Centres budget as well as from the Reikai Charitable Foundation. All staff were trained in what resident centred care was, whether it be through the traditional theoretical approach to education, or through experiential learning, provided through “Plays that Work”. Staff learned through “Plays that Work” what residents experienced during their regular day and how seemingly small personal changes made a big difference to the life of the resident.

The Resident Centred Care education was supported by formal training in Service Excellence provided by the Ontario Government’s training agency, OTEC. The goal of OTEC is “To raise the level of customer service through the development of the greatest asset in organizations—people—which results in a much more caring environment in which to live and work.” Formal graduation celebrations were held for the 90% of staff who successfully graduated from OTEC’s Service Excellence program as well as a number of residents and families.



Resident Centred Care Awareness Month

“Transformation through Resident Engagement”



The Reikai Centres teams have joined with other resident centred corporations in the USA, the Netherlands, Brazil, Japan and Canada (primarily Alberta and Quebec) in commemorating Resident Centred Care Awareness Month. This is an international awareness building campaign that occurs every October to commemorate the progress that has been made toward making resident centred care a reality and to build momentum for further progress through education and collaboration. This year the theme of Resident Centred Care Awareness Month is “Transformation through Resident Engagement”. The butterfly logo was developed to reinforce the notion, that while the process of transformation is gradual and at times challenging, with patience, perseverance and creativity, the results can be truly spectacular and worth the wait.

Introduction of a New Program “Key Wish” at the Rekai Centre at Wellesley Central Place

The “Key Wish” program is a new program created jointly by Louise Moran, Director of Care and Nursing and Irena Dounets, Director of Resident Programs and Volunteer Services. This program grants three key wishes per month to residents. The ‘Key Wish’ program originally started as part of the Palliative Care instituted by the Director of Care, but was so popular, that it was expanded as part of Resident Centred Care.

A number of “Key Wishes” have been granted over the last few months. They range from sourcing a special type of Ukrainian bread that a resident of Ukrainian background enjoyed to providing pork and beans to a resident who was in the final throes of cancer. One resident, thought to be palliative because he did not eat or drink much, has experienced a marvelous recovery after being given his favourite summer drink on a hot summer afternoon—a rum and coke! It was discovered that another resident of Japanese background who was eating very little, was a huge fan of sushi. The staff purchased a special meal of sushi which she devoured with great gusto and a huge smile and is now eating her regular meals happily.

Making New Friends at the Rekai Centre at Sherbourne Place



Mr. KonscekLazslo recently arrived at the Rekai Centre at Sherbourne Place and indicated he was interested in meeting individuals who also spoke Hungarian. Zsolt Klimaj, the Environmental Services Manager, volunteered to visit Mr. Lazslo daily and advocate for his needs. Zsolt assisted Mr. Lazslo in establishing a Hungarian library with the assistance of the Programming staff and Maria Fernandes. Maria took Mr. Lazslo around to different floors to introduce him to the other Hungarian speaking residents. Mr. Lazslo recently moved to a private room which was modified to better suit his reading habits. These small, but important steps, have made Mr. Lazslo more comfortable in his new home.

Presentation at the RNAO: Excellent Care for All Conference

The Rekai Centres were well represented at the recent RNAO Conference by Barbara Michalik, Director of Resident Programs and Volunteer Services at the Rekai Centre at Sherbourne Place and Myrna Mason, a Nurse Consultant for the Rekai Centres. An abstract detailing our work on Resident Centredness had been submitted and the RNAO invited Barbara and Myrna to address the 300 delegates on “Implementing Resident Centred Care in Long Term Care: The Lived Experience.” The objectives of the presentation were to highlight key strategies for transforming the culture of an organization to being more resident/family focused. The presentation highlighted successes and challenges encountered during the implementation phase. Key sustainability strategies were unveiled and discussed. A copy of the presentation is available to any interested party.

Upcoming Fall Outings

The following are outings scheduled over the fall at the Reikai Centre at Sherbourne Place:

Bus Outings

| Date: | | Place: |
|---------------|------------------|---|
| November 3rd | 10:00am- 3:00pm | Royal Ontario Museum – Bat cave |
| November 8th | 10:00am – 2:00pm | Royal Agricultural Winter Fair at the CNE: Enjoy the Royal Horse Show, growers and over 4,500 large and small animals at the Worlds largest indoor Agricultural and international equestrian competition. |
| November 18th | 10:00am-2:00pm | Shopping trip – Woodbine Centre and Fantasy Fair |
| November 19th | 2:00-5:00pm | Toronto Marlies vs. Rochester Americans at Ricoh stadium |
| December 1st | 10:00am – 2:00pm | Holiday Shopping Trip – Dufferin Mall |
| December 5th | 5:30-9:00pm | Magic show at Ryerson University |
| December 15th | 10:00am – 2:00pm | Casa Loma – nutcracker tradition |

Fall 2011 afternoon outings- Variety Village Swimming and track fitness bi-monthly.

In-home Activities at The Reikai Centre at Sherbourne Place:

| | | |
|--------------------------|---------------|---|
| November 11th | 10:00 am | Remember our Veterans and all the men and women who sacrificed their lives for Canada and our freedom. |
| November 26th | 1:00 - 4:00pm | Annual holiday bazaar sale (Donations welcome) |
| November | | Sherbourne Place Second Talent Show – “Bigger and Better with the Red Carpet”. The country of the month --Japan-- will be featured |
| December 6th, 7th, & 8th | | Annual Christmas Parties for residents and their loved ones. |
| December | | Romantic candlelight dinners |



Residents participate in the Cabbage town festival



Enjoying a meal in a Chinese restaurant



Taking a ride on the “Hippo Bus”



Playing a game of mahjong



Enjoying a BBQ in our backyard



Trying our luck at Fallsview casino

Upcoming Fall Outings

The following are outings scheduled over the fall at the Reikai Centre at Wellesley Central Place:

Bus Outings:

| Date: | Place: | Contact: |
|---------------------|---|-----------------------|
| Nov. 15, 10:00 a.m. | Christmas Shopping | Barbara Alleyne x 239 |
| Nov. 29, 11:00 a.m. | Live Christmas Play With Toronto Life Theatre | Emily Best x 240 |
| Dec. 8, 11:00 a.m. | Christmas Lights Tour | Julie Seto x 241 |
| Dec. 15, 11:00 a.m. | Wal-Mart Shopping | Svitlana Melnyk x 241 |
| Dec. 29, 11:00 a.m. | Lunch at the Mandarin Restaurant | Barbara Alleyne x 239 |

In-Home Activities at The Reikai Centre at Wellesley Central Place

| Date: | Activity: |
|---------------------|--|
| Nov. 11, 2:00 p.m. | Remembrance Day. We will be remembering our veterans who had fought bravely in many battles to make Canada the best country in the world |
| Nov 14-18 | Japanese Multicultural Week. A complete week filled with trivia, entertainment, crafts, movies and food |
| Nov. 26, 10:00 a.m. | Christmas Bazaar and Silent Auction |
| Nov. 28 - Dec. 2 | Deck the Halls Week |
| Dec. 2, 7:00 p.m. | Smile Theatre will be visiting Wellesley Central Place |
| Dec. 13, 14, 15 | Christmas Parties for residents, families and friends |
| Dec. 25 | Santa and his elves will be coming room to room to drop of something special for everyone. |
| Dec. 31 | New Years Eve Party!!!! |



"The Smile Theatre" visits us



The Zoo comes to us



Wellesley Central Place's Got Talent



Baking



Touring the Toronto Zoo



News from the Rekai Centres

A note from Girlish Mehta, P.Eng, daughter of Shantaben Mehta at the Rekai Centre at Wellesley Central Place

Ms. Mehta recently wrote to Jack MacKeen stating, “ I am writing to thank you and your staff for taking care of my mother Shantaben Mehta. When my mother was being discharged in December 2010, I was concerned about her new home and the type of care she would get. Now 6 months later, I can confidently say that we made the right choice in selecting Wellesley Central Place for her.

The staff, especially the Nursing, PSW, Maintenance, Kitchen, front desk and of course the Program Coordinators are just fantastic. My mother appreciates the day activities that the Program Coordinators arrange for her and other residents. Such activities help to bring the residents much closer. Since moving to the Wellesley Central Place, she has become more independent which is very positive.

I would like to request that the lunch menu be revisited as there is little selection for a vegetarian diet. Thank you for maintaining the standard of care.

A note from Carole Ann and Pauline MacDonald at the Rekai Centre at Wellesley Central Place

Recently Jack MacKeen, the Family Services Admission Co-ordinator received a note stating “We want to express our gratitude and thanks for all your help during the past two years. Your willingness to speak with us on so many occasions while we were waiting for our mother’s admission to Wellesley Central Place helped to alleviate our concerns. Your and the team at Wellesley Central Place embody the spirit which is at the core of the Rekai philosophy. The residents are cared for with dignity and kindness.”

A note from the family of Janet Hutchison, former resident at the Rekai Centre at Sherbourne Place

Janet Hutchison, a 6 year resident of the Rekai Centre at Sherbourne Place recently died at the age of 94. The family wanted to share their appreciation to the staff at the Rekai Centre at Sherbourne Place, particularly those on the third floor, for the excellent and attentive care that Janet received over the six years.

Another Successful Yard Sale at the Rekai Centre at Wellesley Central Place

Once again this year, wonderful weather beckoned the public to the annual Yard Sale. A total of \$1,050 was raised from the Yard Sale for resident’s activities.

Glen Murray’s Annual Senior’s Celebration

Glen Murray, MPP for Toronto Centre and new Minister of Training, Colleges and Universities hosted his annual Senior’s Celebration at the Rekai Centre at Sherbourne Place.



Yard Sale at the Rekai Centre



Glen Murray’s Annual Senior’s Celebration

The Rekai Centres as a teaching Long Term Care Home

A key Strategic Priority of our new Strategic Plan is: “Excellence in Care, Education and Research. Our aim is: To stimulate innovation, knowledge and application of best practices in long term care.”

A common expression amongst the hospital community is “our hospital is a teaching hospital”. Patients are asked if Med students can examine them to gain practical experience prior to becoming a doctor. Families often see a doctor followed by a group of students feverishly following him/her to learn more about a particular case. Long term care homes are increasingly being asked by universities and colleges to allow their nursing, programming, and dietary students to provide practical experience to the students. The students gain valuable ‘hands on’ experience and The Rekai Centre staff enhance or perhaps acquire preceptor experience. Our next step is to explore working directly with the Professional Advisory Committees of the various faculties at universities or colleges to provide input into the curriculum reflecting the rapidly changing needs of long term care homes.

Universities/Colleges with which we are affiliated:

York University—Nursing Faculty

Ryerson University—Nursing Faculty

George Brown College—School of Health and Wellness

Centennial College—Food Services

The Rekai Centre at Wellesley Central Place has Nursing Students!!!

We are pleased to introduce and welcome Kelly and Carli to the Rekai family. Kelly and Carli are York University Nursing students completing their community nursing placement here at The Rekai Centre at Wellesley Central Place from September 14th until December 1st. You will see them every Wednesday and Thursday working hard to redesign one of our recreation rooms on the 2nd floor. The goal of this project is to convert the room into a therapeutic healing, “relaxation themed” environment. If you see them around, wave them down and say hello, they are always up to meet meet people and chat!



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 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 permit enhanced opportunities for our residents to be active in the community.

Please complete and mail in the donation form below. Tax receipts will be issued for all donations in excess of \$10.

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 write the card holder name as it appears on the credit card.

Cardholder name: _____

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

Expiry: _____(month) _____(year)

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

Please mail to
Ms. Sue Graham-Nutter - The Re kai Centres, 160 Wellesley St E. Toronto, Ontario M4Y 1J2
Charitable number 888813474RR0001