



YEAR IN REVIEW 2008



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Ms. Leslie Sorensen

Ms. Karon West

Greetings from Peter Rekai, Chair

This year has been a busy year for the Board of Directors. The Board was born with the opening of the new Wellesley Central Place in 2005 and thus we are just concluding our third year of operation as a Board.

During this year, we identified skills which we missing from the existing Board members and launched an effort to recruit individuals who not only possessed those important skills but also had an empathy or understanding of the needs of the residents of Long Term Care homes. I am pleased to report that many of our new Board members possess Masters Degrees in health care administration or have a familiarity with long term care homes gained through personal experience.

Strategic Planning has been a priority for this Board. The Board participated in a retreat in the summer of 2008 and developed the framework for the Strategic Plan from the work carried out at the retreat. Mary Hoare along with her team, then organized the consultations with the staff, residents, families and external stakeholders. It is our plan to roll out the new Strategic Plan in 2009.

The Board, realizing the importance the LHINs and other government bodies were placing on developing partnerships with various community partners, made the strategic decision to hire a Director of Communications and Public Affairs. This person has been hired and work began immediately building relationships with partners as wide ranging as academic institutions, hospitals, the Ontario College of Art and Design and the National Ballet School.

Lastly, the Ministry of Health and Long Term Care made an announcement in late 2008 indicating that the capital renewal process would commence in 2009 for C and D level buildings. The Rekai Centre, opened in 1988, is now considered a "C" building by the Ministry and as such is eligible to submit proposals under the Capital Renewal process. The Board, wanting to provide our residents with more modern amenities offered by "A" level buildings, voted to participate in the Capital Renewal process subject to financial viability amongst other criteria.



Greetings from Mary Hoare

2008 was a year of planning, by the Board of Directors, the staff and across the Long Term Care sector as a whole.

The Reikai Centre launched its peritoneal dialysis program with special funding in 2008. This occurred after much planning and consultation with the St. Michael's Hospital, the Toronto Central LHIN and the Ministry of Health and Long Term Care. We can now offer peritoneal dialysis care for 6 residents in our home taking pressure off the hospitals.

We are very proud of our success with the Pressure Ulcer Awareness Program (PUAP). Both Wellesley Central Place and the Reikai Centre participated in the PUAP program reducing the number of acquired ulcers in the home quite dramatically as seen in this Annual Report. We noted that there were an increasing number of opportunities to work with the community but there was no individual who had the time or ability to focus on this important aspect. The decision was made to create the role of Director, Communications and Public Affairs. This position was filled in October 2008.

At the Drs. John and Paul Reikai Centre, the decision was made to undergo the Accreditation process offered by Accreditation Canada, a third party agency which reviews acute care and long term care settings across Canada. The Reikai Centre has previously been accredited, while this will be the first time Wellesley Central Place has undergone the accreditation process. In late 2008, teams were struck and preparations for Accreditation began.

The Strategic Planning consultations began in the fall of 2008 with invitations extended to all staff, residents, families and external stakeholders to participate in an exhaustive consultation process. The feedback that was provided was used extensively by the Ad Hoc Strategic Planning Committee of the Board of Directors.

The Ministry of Health and Long Term Care announced the first phase of Capital Renewal for long term care homes in Ontario. The Board of Directors directed the staff to begin the dialogue which could lead to the building of a new home for the Reikai Centre, which is designated a Class "C" building by the Ministry of Health and Long Term Care due to its age.

There are many initiatives underway within the Long Term Care Sector including the announcement of a new Long Term Care Act and the commencement of work on the new Compliance Transformation process. As CAO, I am a member of the Compliance Transformation Committee for the Ontario Ministry of Health and Long Term Care.



VISION TO CHAMPION LIVING FULLY FOR OUR RESIDENTS.

STRATEGIC PRIORITIES

RESIDENT CENTREDNESS

**EXCELLENCE IN CARE,
RESEARCH AND EDUCATION**

COMMUNITY INTEGRATION

**OPERATIONAL AND FISCAL
EXCELLENCE**

MISSION

**To enrich the lives of our residents by transforming
the model of long term care and ensuring they are
part of the pulse of the downtown community.**

CORE VALUES

COLLABORATION • HUMANITY • EXCELLENCE



Strategic Directions



The Strategic Planning process began in the summer of 2008 with initial input gathered from the Board of Directors. The consultative process was expanded during the fall to include the residents, families, staff and external stakeholders. The feedback was very helpful and has provided invaluable guidance to the Ad Hoc Strategic Planning Committee. The Ad Hoc Strategic Planning Committee was comprised of Jodeme Goldhar, as Chair, Karon West and Robert Iseman from the Board of Directors along with Mary Hoare (CAO) and Sue Graham-Nutter (Director of Communications and Public Affairs). Over the winter, the committee met regularly to work collaboratively on the Strategic Direction. The process has been a very inclusive one and one which has enabled the development of a very robust strategic direction. The Strategic Direction was adopted at the June Board meeting and has been rolled out to the staff. Meetings with residents, families and external stakeholders will take place shortly.

Success of the Pressure Ulcer Awareness and Prevention Program (PUAP)

The Drs. Paul and John Reikai Centre joined the Canadian Association of Wound Care (CAWC) in 2008 and have achieved great success. The goals were to decrease or minimize the number of Stage 1 or 2 ulcers acquired in the homes, ensure ulcers were recognized more quickly and to prevent ulcers from getting worse.

The majority of care was provided by Personal Support Workers who reported to the section's nurse. When the program began, they did not know the red areas on the resident's skin were stage 1 ulcers. After all staff underwent significant education and training, the prevalence of home acquired pressure ulcers decreased dramatically to virtually zero. The staff from Wellesley Central Place and the Reikai Centre met with the staff at nearby St. Michael's Hospital in an attempt to educate them so that residents did not return from a hospital visit with a pressure ulcer. The Drs. Paul and John Reikai Centre have received a certificate of accreditation for pressure ulcer awareness and prevention from the Canadian Association of Wound Care.

Programming Department

The programming dept underwent a great deal of growth and innovation in 2008. The department provided a combination of traditional Long Term Care programming and connected or re-connected residents to their community. New partnerships were successfully initiated while existing ones were strengthened. These innovative partnerships have enabled our residents to participate in expressive and meaningful activities that not only enhanced their lives and also allowed for learning and growth.



New Community Partnerships:

Mid Toronto Community Services – Joint programming with seniors living in the community

Ryerson University Life Initiative for on site “All That Jazz” course.

Soul-O-Theatre – Interactive/Expressive Drama Classes

Rosedale Heights School – Intergenerational Services – Tuck Shop and Active Games Program

Horticulture Therapist

At Reikai Centre

An average of 105 residents were provided with Physiotherapy services each month

The Restorative Care Program was enhanced and includes twice daily ‘Gentle Exercise’ classes.

Nine religious /spiritual groups provided up to 15 services each month

Implementation of a focused one to one initiative resulted in involvement for any resident despite their inability to leave their room.

New and Ongoing Activities

Active Ladies Group who make the Welcoming Baskets for all new admissions to the home
Crochet Class, Bridge Club

Dedicated Volunteer Chaplain, WCP

Memorial Services

Euchre Club

Spa Days

Art Therapy Classes

Expert Bingo with Mid Toronto Community Services

At Wellesley Central Place

An average of 136 residents were provided with Physiotherapy services each month

Seven religious/spiritual groups provided 10-12 services each month, plus communion by lay volunteers

Volunteer complements are increasing.

Implementation of a focused one to one initiative resulted in involvement for any resident despite their inability to leave their room.

Mary Hecht Art Exhibition sponsored by Lundbeck Canada

The Mary Hecht Art Exhibition, an internationally renowned artist living in Wellesley Central Place, was held featuring Dr. Luis Fornazzari of St. Michael’s Hospital discussing behavioural research.



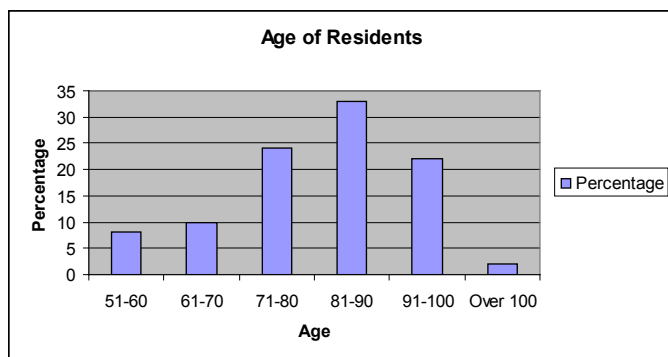
A Profile of the Residents in Our Homes

Wellesley Central Place

Wellesley Central Place, like the City of Toronto, welcomes residents who come from the far corners of the world. Residents come from countries as diverse as China, Germany, Poland, Hungary, Israel, Greece, the Ukraine, Spain, Jamaica, Korea, Holland and Japan. 150 residents make Wellesley Central Place their home.

Two trends are being observed with respect to the age of our residents. There is a growing group of residents arriving between the ages of 50 and 60. These residents are often those who have survived a traumatic accident or significant illness where medical technology permits them to live but not in their home in the community. The second trend is that residents are being admitted at an older age. Overall individuals are living longer and we are seeing this trend with the age of our residents.

The average age for men was 75 years while for women it was 83 years.



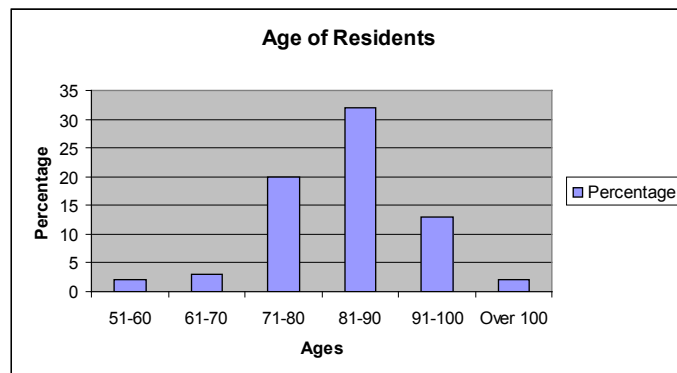
The occupancy rate for Wellesley Central Place remained over 98% throughout the year.

The Rekai Centre

The Rekai Centre also welcomes residents from around the world, but due to our heritage and our physical location in the community, we have significant populations of Canadians of British ancestry, Chinese background and Hungarian descent.

The residents of the Rekai Centre are mostly over 80 years of age and some residents have made the Rekai Centre their home for over 20 years. There are a total of 126 residents living at the Rekai Centre.

The average age for men was 72 years while for women it was 79 years.



The occupancy rate exceeded 97% throughout the year.

Drs Paul and John Rekai Centre

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