

Wyndham Manor Long Term Care

Helping People Live Better





**291 Reynolds Street
Oakville, ON L6J 3L5
(905) 849-7766**

Dear Visitor,

We at Wyndham Manor appreciate the time you have taken to visit us in your pursuit of future home options for your loved one.

Please click the link attached in the email to enjoy our virtual tour of Wyndham Manor, hopefully the tour has been informative and provided you with the answers you were looking for. We aim to aid you in your decision-making.

Thank you for visiting us and considering the constructive options available at Wyndham Manor. If you require any additional information, please call (905) 849-7766 and we will be pleased to help.

Sincerely,
Lauren Disch,
Executive Director

Leadership

Executive Director	Lauren Disch	Ext. 201
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Director of Care	Karla DaSilva	Ext. 216
Assistant Director of Care	Ana De Sosa	Ext. 203
Office Manager	Mary Radey	Ext. 202
Nutrition Manager	Phil Chow	Ext. 206
Social Worker	Daina Mitchell	Ext. 232
Resident Program Manager	Lauren Disch	Ext. 217
Resident Behavioural Support Manager	Jennifer Belbin	Ext. 212
Housekeeping Supervisor	Cesar Gurrero	Ext. 208
Nursing Clerk	Aileen Suriel	Ext. 213

Home Profile

Wyndham Manor Long Term Care is located at 281 Reynolds Street, Oakville, Ontario and is home to 128 residents. Wyndham Manor is committed to giving caring services to clients within our community. Our goal is to provide high quality care, recognizing that each resident is a unique individual with his or her own wants and needs

Resident Census

128 Long-Stay Beds:

- 52 Basic Beds – 40%
- 76 Private Beds – 60%

All rooms are single occupancy, which is an important factor for privacy in the home

The home is divided into four, 32 bed distinct home areas. Each home area includes lounge and activity spaces, as well as a dining space. A guest suite is also available for families requiring overnight stays. The home enjoys five outdoor courtyards, a balcony located on the second floor and common rooms for residents and families.

Governance

Wyndham Manor is under Extendicare Assist Management and is owned by Halton Healthcare.

The Executive Director has dual accountabilities to both organizations. The Executive Director is responsible for reporting sentinel events, as well as monthly, quarterly and risk management results to the owner.

Halton Healthcare manages the operating budget, which is reviewed, monitored and approved through regular meetings and reporting, to ensure care, services and other expectations are being met.

The Home is part of a larger healthcare organization – Extendicare Assist, therefore our residents benefit indirectly through access of the administration and staff of the home have, to Corporate specialization and expertise.

Extendicare provides experienced, efficient and effective management services by providing the following resources that include but are not limited to:

- Administration and Board of Director Support
- Finance and Administration
- Payroll and Benefits Support
- Clinical Nursing and Administrative Support
- Dietary Consulting Support
- Occupational Health and Safety
- Human Resources/Labour Relations Support
- Quality & Performance Improvement
- Risk Management
- Information Technology

Mission | Vision | Values

Mission

Wyndham Manor is about helping people live better

Vision

- We help our residents and clients live better by promoting quality of life.
- We create remarkable moments through highly engaged and motivated team members.
- Stakeholders know this because we continuously measure, improve and publicly share our performance.

Values

Customer Satisfaction	We are dedicated to provide safe care & services to our customers which exceed their expectations.
Excellence	We believe aspiring to excellence leads to continuous quality improvement in provision of care to residents.
Respect	We value each employee, encourage professional and personal growth and recognize achievement.
Integrity	We believe in honesty and fairness in our relationships with others.
Accountability	We are accountable for the safety and quality of services we provide to our customers.
Communication	We listen to each other and foster open and honest communication.
Teamwork	We believe that working as a team creates an environment that allows us to reach our potential.
Environment	We believe that environmental issues should be integrated into business decisions that promote environmental protection, safety, and a homelike atmosphere.
Free Enterprise	We believe that the application of free enterprise principles can contribute to higher standards of care and optimal use of resources in health care.

Healthcare Services & Nursing Care

Nurses provide comprehensive care to residents 24 hours a day. Care is goal-oriented and is planned with the resident and family. The nursing department will work with residents, family and the interdisciplinary to plan and coordinate care. The nursing department at Wyndham Manor is under the direction of a Director of Care and Assistant Directors of Care.

Personal support workers (PSW's) provide care for residents in all activities of daily living according to the residents' assessed level of ability. The number of PSWs on any given hour or shift varies and is based on the care needs of the residents on the unit. Registered staff is also available in each unit.

Physician services are available to the home 24 hours. On admission, residents will be assigned to one of three physicians who will be responsible for care on an ongoing basis. Physicians visit the facility weekly in order to attend to resident needs and complete annual examinations. After regular hours, an on call physician will be contacted in the event of serious illness. Residents will be transferred to an acute care facility, if appropriate.

Healthcare Services include:

- Physiotherapy
- Restorative Care
- Medication administration/Pharmacy
- Dental Clinic
- Vision Clinic
- Foot Care
- Oxygen Therapy
- Hospice Palliative Care
- Psycho-Geriatric services
- BSO – Behavioural Supports of Ontario
- Skin and Wound care
- NPSTAT – Nurse Practitioners

Programs & Activities

The Programs Department provides various programs to meet the social, emotional, physical, cognitive and spiritual needs of residents. A Recreational Therapist will assist residents to engage in recreational activities and to stimulate domains of physical, emotional, and social skills through group and/or one-to-one (individual) activities. A monthly events calendar identifying leisure activities is distributed to all residents at beginning of each month.

Communication & Satisfaction

The Executive Director works closely with the Regional Director by email, in person, through monthly reports and teleconferences.

Resident Council—supported by facility staff resources to assist in decisions regarding facility operations.

Family Advisory Committee—permits residents' families to view the home's operation from the inside, to work to improve quality of life for residents, and acts as an advocate and fundraising body.

Regular communication occurs with families and residents to assist management in the evaluation of the care and service programs provided by Wyndham Manor.

Health and Safety

Executive Director, Manager and Employee Co-Chair of Health and Safety Committee are responsible for Health and Safety and WSIB reporting in the home. Dunk & Associates is used on consultation basis for claims management.

Wyndham Manor's evacuation procedures can be found in the emergency preparedness manual located at the nursing stations and in the main office.

Community and Government Relations

Wyndham Manor is part of the Mississauga Halton LHIN and works closely with the MH LHIN Placement Coordination Services.

Community Partners

Contracted Services:

Service	Provider
Dietary	Nutra Services
Beautician	Shawn White
Medical Director	Dr. A. McDowell
Attending Physicians	Dr. J. Kovacs Dr. O. Zayid Dr. A. McDowell
Nurse Practitioner	NPSTAT (MHLHIN)
Dentistry	Direct Dentistry
Laboratory Services	Lifelabs
Pharmacy Services	Medical Pharmacy
Advanced Foot care services	Vinzina Ranallo
Mobile Xray	STL Diagnostics
Psychogeriatric Services	St. Joseph's HGMHOP
Physiotherapy, OT, PTA	Achieva

Other Partners

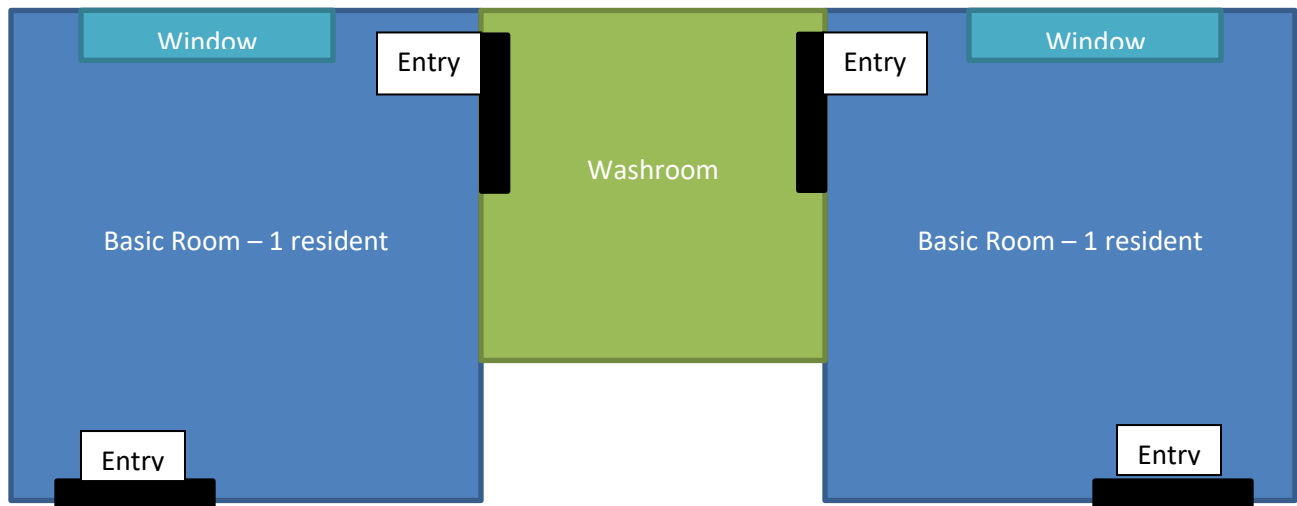
- Physiotherapy services by Achieva
- Speech Language Pathology via LHIN
- Medical Pharmacy
- HGMHOP – Halton Geriatric Mental Health Outreach Program
- Eye clinic
- MS Society
- May Court of Oakville
- LHIN
- Colleges and Universities
- Alzheimer's Society
- Ontario Long Term Care Association (OLTCA)
- Family Council Network
- Dunk and Associates Safety Group (WSIB)

As of July 1, 2019, the maximum accommodation rates will be as follows:

Type of Accommodation	Daily Co-Payment	Monthly Rate
Basic Long Stay	\$62.18	\$1891.31
Private Long Stay*	\$88.82	\$2701.61

Accommodation Pay-out:

Basic



Private

