



**November 2018**

Dear MWC Families,

I hope that all of you survived the first blizzard of the season! With a few exceptions, our staff managed to make it into work to make sure that your loved ones were well cared for. As I write this letter, our staff and volunteers are busy decorating for the holiday season. Where did the year go?

Here is what is happening....

### **Retention – Selection – Recruitment Project**

Patsy's Angels will be kicking off our second 12-week plan this week. We are meeting with our consultant this week to fine tune our plan and continue our journey to make MWC the best place to live and work.

As mentioned last month, we are working on implementing a Peer Mentor program, a Supervisory Training program, and a team-based interview process.

We are making some changes to our organizational structure to strengthen our frontline supervision that I will share with you in our December letter along with our retention data and outcomes.

### **Annual Parent/Guardian Survey**

Because the *Quarterly Review* will be delayed, I am pleased to provide the highlights of the Annual Parent/Guardian Survey.

We exceeded your expectations in the following areas:

- Overall cleanliness of facility (64%)
- Overall care received by your loved one (88%)
- Overall loved one's quality of life (71%)
- Responsiveness from Nurse Manager (71%)
- Responsiveness from Administrative staff (71%)
- Overall safety (76%)
- How staff interacts with your loved one (88%)

**100% of the responses indicated that they would recommend Marklund to another family 😊.**

Areas Identified for Improvement:

- Access to community integration

- Consideration for loved one's preferences
- More volunteers to just walk the residents around the halls or sit in the lobby
- Staffing on weekends
- Physical therapy
- Improved interaction with residents at meal time

We will be addressing many of the areas identified for improvement in future issues of the *Quarterly Review*.

### **Family Match Challenge – Top Hat Ball**

As you know, there is power in numbers, which our **Marklund families** have proven so far through your generous support of our new Family Match Challenge, created to help INSPIRE guests at the 2019 Top Hat Ball to give generously.

If you have given already, THANK YOU! If you are still contemplating your support- we challenge you to be part of something BIG!

We have over 600 Marklund friends who come to the ball each year to donate nearly \$1 million to move our mission forward. \$320,000 of that comes from an incredible part of the event called the Fund in Need where guests donate to the mission of Marklund after seeing a video. Here is where we need your help.

We are building a Family Match in the amount of \$50,000 - \$75,000 so that we can ask our donors on the night of the event to match what YOU gave. We are already so close to \$50,000 in gifts and want to grow that to the \$75,000 mark! Most of our top hat donors don't have a personal connection to Marklund, they give because they believe in our mission. The INSPIRATION comes when donors realize YOU gave first, and YOU are doubling their donation that night!

Donors will be raising their paddles at levels anywhere between \$100, \$250, \$1000, \$2500, \$5000 and \$20,000 the night of top hat. **We hope you might commit to a level comfortable for you and support the match and be part of the inspiration we need to ignite giving to its highest potential on February 2<sup>nd</sup>.**

We've set up a special donation page where you can make your donation quick and easily and join all the families who have already said YES to this amazing endeavor! ***We also just got notice from a private family foundation, that they will be matching your \$50,000, which now triples guests' donations in February!***

<https://www.marklund.org/top-hat-family-fund-in-need-match/#1537405724295-6e1a8f63-7e51>

Thanks for standing beside us and coming together with other families as we continue making everyday life possible for everyone we serve.

### **Brighter Smiles Campaign**

As you know, all good things take time. We just received our final bid on the plumbing and electrical work. A contractor will be selected shortly and work will be underway by the end of the year!

### **Therapy Update**

As you know, our therapy team is now complete. Woo hoo! We are enjoying the addition of Tim Caruso, Physical Therapist and Rose Mary Carson, Occupational Therapist. I hope that you will meet them soon, if not already.

### **Upcoming Events**

- ***MWC Holiday Open House***  
December 2<sup>nd</sup> 1-3pm. Hope to see you all there
- ***Toys for Tots***  
December 8th 9:30-10:30am
- ***Elgin Police Christmas Party***  
December 15th 10:30am-1:00pm
- ***Holiday Gift Extravaganza***  
December 23<sup>rd</sup> 9:30am-Noon

Never hesitate to call me or stop in for a visit if you have any questions or concerns. Our entire Marklund Wasmond Center Leadership Team is committed to making everyday life possible for your children. **Happy Holidays to you and yours!**

Sincerely,

*Shelley*