



July 2018

Dear MWC Families,

I wanted to extend a big thank you to all who attended our first annual Summer Games on June 30<sup>th</sup>. Although the weather was scorching hot, everyone had a fabulous time! Our Camp Director, Brittany Maertzig and her staff could not have planned a better event. Every one of our residents participated in the opening ceremony, parade and multitude of games. We look forward to making Summer Games an annual tradition.

In lieu of a formal Family Meeting this Sunday, July 15<sup>th</sup>, I will be available at the facility from 2pm to 3pm. Stop into the main lobby for a chat and enjoy coffee and cookies. This letter will bring you up-to-date on all of the Marklund Wasmond Center News. I will look forward to sharing this news in person on Sunday, as well as talk about what is important to you.

Here is what is happening....

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

One of the major threats we currently face now and in the future is the diminishing labor pool for direct care staff. Staff turnover is an ongoing challenge, that as we all know, greatly impacts quality of care. Marklund has been very proactive in facing this challenge and just embarked on a year-long initiative to stop early turnover and improve our retention rates. We have engaged the highly regarded consulting firm of Maun-Lemke. The entire Marklund Leadership Team across all campuses just completed several days of training and are hard at work developing a plan that will be implemented in August.

At the Marklund Wasmond Center we have put together a Super Team affectionately named “Patsy’s Angels” in honor my mom, Pat Wasmond. We are in the process of developing a plan specific to our site that encompasses three major areas: how to recruit, select and retain quality employees. Without going into a lot of detail, this plan will forever change the way we operate creating a culture of respect, fun and passion. We will be incorporating “best practices” for recruitment, selection and retention into our daily operations that will stop early turnover and improve our retention. We have a LOT of work to do and this will be our main focus over the next year.

Keep an eye out in mid-August for our “Patsy’s Angels in the Outfield” Score Board that will highlight our progress over the next year.

### **Brighter Smiles Campaign**

Woo Hoo! We exceeded our campaign goal and raised \$59,000 to remodel our dentist office. My very humble thanks and appreciation for all of our families and friends that contributed to this very worthy cause. We are busy firming up quotes on the equipment and labor so that we can get the project underway as soon as possible!

### **FY19 Capital Budget**

Marklund works hard to keep its building and equipment in good shape. On the radar for FY19 are the following items:

- New Flooring for the old lobby, Northside report room, Julie’s office and Southside hallway (Already purchased and installed!)
- Painting of Northside Bedrooms
- Replacing the Stove in our Kitchen (I think our current stove dates back to the 1960’s!)
- Washing Machine
- Airvo Oxygen/Humidification Systems (for our residents with tracheostomies)
- Hot Dog Warmers – Temperature Management Systems (Already purchased and put into use!)
- Shower Panel Replacement
- Generator Improvements
- Vest Airway Clearance System

### **Visitation Policy**

The Marklund Visitation Policy has been reviewed and updated. You will learn more about this in the upcoming Quarterly Review Newsletter, but here are a few highlights:

- Visiting hours are from 10am-8pm
- We understand that a parent’s/guardian’s job or other circumstances may prevent seeing their son/daughter within the established visiting hours and exceptions may be made, in advance, through the administrator.
- We occasionally have friends and relatives show up asking to visit a resident. If we do not know this person we cannot even acknowledge that your son/daughter resides in our facility. Under the new policy, we will allow a visitor to visit when they ask for a resident by name unless you opt out. We will have a form for you to do this.
- More to come in the quarterly newsletter.

### **Upcoming Events**

Christmas in July sponsored by the Christian Tabernacle Church is scheduled for Saturday, July 21<sup>st</sup> from 12pm to 1:30pm in the DT Center.