



**October 2018**

Dear MWC Families,

Life at the Marklund Wasmond Center has been busy this past month with outings to the local pumpkin patch and other fun trips. We had a perfect evening for our Light Up the Night social event. It was a little chilly but everyone kept warm around the bonfire – hope you were able to see all of the photos posted on Facebook.

Here is what is happening....

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

Patsy's Angels is wrapping up the last week of our first 12-week plan of our ongoing retention project. During this 12 weeks, we had a total of 11 new Personal Support Professionals (PSPs) with 3 separations 😊.

We are working on a few more “best practice” programs on our journey to improving retention including:

- A Peer Mentor Program: Staff from each Marklund Campus is working on developing a mentor program to ensure our new PSPs are well trained and supported;
- A Leadership Program: Our Human Resource department is working on a leadership training program to give our front line supervisors the skills they need to lead and support our PSPs;
- Team Based Interview Process: Our HR department is also working on providing training to our staff selected to be on our interview team before this new process is implemented.

We are gearing up for our next 12-week plan and will have a phone conference with our consulting firm of Maun-Lemke on November 3<sup>rd</sup>. Patsy's Angels is ready to take on new challenges in our quest to recruit, select and retain compassionate and caring PSPs!

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

We are just wrapping up our annual parent/guardian survey and will share a summary of the results in the *Quarterly Review* due out in November.

### **Brighter Smiles Campaign**

Progress continues on the renovations to our dental office. All of the equipment has been received and bids are still being obtained for the installation. We met with our consulting dentist and dental

supplier last week to put together a list of the supplies we will need to stock our dental office. We are really close to getting this project off the ground. Stay tuned...!

### **Therapy Update**

We are looking forward to our new Physical Therapist, Tim Caruso, coming on board on November 12<sup>th</sup>. We have also successfully recruited an Occupational Therapist. Rosemary Carson joined our therapy team on October 29<sup>th</sup> and comes with extensive experience. Our therapy team is now complete!

### **Flu Season**

All of our residents have received their influenza vaccine for the 2018-2019 flu season. We continue to provide free flu vaccinations to our staff to ensure a high vaccination rate.

Don't forget to protect yourself...it is not too late to get **YOUR** flu shot. If you have any influenza-like symptoms, **PLEASE DO NOT** visit your son/daughter.

### **Upcoming Events**

#### ➤ ***Women of Wasmond***

The Women of Wasmond had a fabulous time sampling wine at the Aspen Lane Winery this past Friday. For those of you not familiar with Aspen Lane Winery, they have a very heartwarming story about their passion to serve non-profits and their personal motivation for doing so. Please visit their website at <https://www.aspenlanewinecompany.com> to learn how Aspen Lane supports your children and the Marklund Mission.

#### ➤ ***Family Advisory Meeting***

The last Family Advisory Meeting for the year will take place on Sunday, November 11<sup>th</sup> at 11:00am. All family members are welcome to join us!

#### ➤ ***MWC Holiday Open House***

Mark your calendars for our annual holiday open house scheduled for Sunday, December 2<sup>nd</sup> from 1pm to 3pm.

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.

Sincerely,

*Shelley*