



**September 2018**

Dear MWC Families,

Fall is in full swing here at the Wasmond Center. Our kids are back to school and our Recreation/Leisure staff are planning lots of fun outings and events.

Here is what is happening....

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

Our Patsy's Angels Super Team is working hard to make MWC the BEST place to work and live. We are concentrating on our new hires as of August 6<sup>th</sup> to determine the impact our 12 Week Plan has on retaining these new folks. We have a total of 7 new hires since August 6<sup>th</sup> with no separations to date! Keep an eye on our Score Board in the hall outside of our dining room for our stats going forward.

Here are some of the things we are working on since my last family letter:

- We implemented “Leadership Rounds” on September 1<sup>st</sup> to increase a leadership presence on evening shifts, night shifts, weekends and holidays. We have conducted over a dozen of these rounds and have gained valuable input from our staff on how to improve working conditions and employee morale and teamwork. Our leadership team is working hard to address identified issues to enhance care and services.
- The majority of our staff received a 50¢ per hour raise effective July 1<sup>st</sup> as provided by the Stat of Illinois in the FY2019 State Budget.
- We are working on revising our orientation program to be more passionate and engaging.
- We are moving toward a team based interview process that allows each shift/team to interview and select their team members and ensure the candidate gets a real life look at what the job entails:
  - Interviews will be scheduled on the shift the candidate is applying for.
  - Interviews will be conducted by a PSP Supervisor, Charge Nurse and PSP.
  - The interview process will include a 2 hour “job shadow” experience to expose candidates to the most difficult challenges faced while providing care.

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

You should already have received the annual parent/guardian survey via email or snail mail. I encourage you to take the time to complete this survey. Your opinions and concerns are very

important to us. Please remember your responses are completely anonymous. For your convenience, here is the link to access the survey: <https://www.surveymonkey.com/r/XR3XDFJ>

### **Brighter Smiles Campaign**

Progress continues on the renovations to our dental office. All of the equipment is on order and we are the process of receiving bids for the plumbing and electrical work. Our volunteer dentists are looking forward to working in a professional office to meet the dental needs of our residents!

### **Therapy Update**

Good News – we have hired a full-time physical therapist. Tim Caruso is starting on November 12th! He comes with decades of experience. Tim has experience with DD, wheelchairs, started his own non for profit TKEN for families to donate or receive therapy equipment, and presents for many conferences nationally! We are super excited to have Tim join our Marklund Therapy Department!

Not so good news...we currently have a part-time Occupational Therapist opening. We covered this position with an agency OT over the summer and the position remains open. Gunjan Patel, Therapy Director, has done some interviews but we continue to look for the right candidate. We will keep you posted.

### **Flu Season**

Flu season is upon us and we have influenza vaccination clinics planned for the beginning of October for residents and staff. If you have not already done so, please complete and return the updated Influenza Vaccination Consent Form to ensure your son/daughter/ward receives the vaccine on a timely basis.

We also encourage all family members to “Get Your Shot! ...and if you have influenza-like-illness, do NOT visit your son/daughter.



### **Upcoming Events**

#### ➤ *Light Up the Night*

This is a resident/family/employee social event scheduled for **Friday, October 12<sup>th</sup>**. We'll have a bonfire in the DT parking lot complete with s'mores, a few games and hopefully a sing-a-long. Invitations have been mailed!

➤ ***Women of Wasmond***

Our annual women's gathering will take place off-site this year at Aspen Lane Winery in Aurora. This fun event is scheduled for **Friday, October 26<sup>th</sup> from 6pm to 8pm**. There will be a fee of \$20 per person. Stay tuned...invitations will be going out shortly.

➤ ***Run, Walk & Roll – Geneva***

Scheduled for **October 21<sup>st</sup>**, The *Run, Walk & Roll-Geneva* always welcomes runners, walkers and those in wheelchairs and other adaptive devices to participate in either the 1-mile walk or the 5K run/walk, both of which start at the Marklund Hyde Center in Geneva, and wind through the adjacent South Mill Creek neighborhood. Many of our neighbors cheer on the participants from their homes, driveways and street corners, sending out a lot of positive energy. Of course, several of our residents and staff will be participating.

Net proceeds raised from entry fees and runners' individual fundraising efforts all help make *everyday life* possible for individuals with profound disabilities through the care and services provided at Marklund

For more information or to register, go to:

<https://www.marklund.org/series/runwalkroll-geneva/>

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*