



Artistic Rendering

2022

REKAI CENTRES

ANNUAL REPORT

“Using an evidence-based decision-making process”
Overview of our Resident Profile, Quality Indicators and approach to Long-Term Care

GREETINGS FROM HUGH INNES CHAIR, REKAI CHARITABLE FOUNDATION

I am very pleased to present the 2022 Annual Report to our current and prospective donors. The Rekai Centre has always focused on our residents' quality of life after they or their families can no longer provide appropriate care.

Our Strategic Plan is focused on highlighting the outcomes and direction Rekai Centres is moving toward as well as the metrics of the current state of our programs and care. The Rekai Centres continues its tradition of focusing on treating residents with a holistic perspective, ensuring residents receive the highest level of healthcare possible. Donors can be assured that their funds are being used to efficiently impact care and quality of life.



GREETINGS FROM SUE GRAHAM-NUTTER CEO, REKAI CHARITABLE FOUNDATION

The Rekai Centres employs an evidence-based decision-making model. Using data, Rekai focuses on making strategic decisions for Resident care and well-being by using our Quality Indicator Scorecard.

In 2019, our homes were granted three-year accreditation with special recognition for 'exemplary' with respect to our work for the 2SLGBTQI+ community.

We are also proud to announce the opening of our Rainbow Wing on the 3rd floor West wing of Wellesley Central Place, a space dedicated to the care of 2SLGBTQI+ Residents and their allies.

A new position, the Manager in Informatics, QI and Education, has been created to optimize our analytics, further improving residents' care and quality of life. Our donors appreciate and expect that the care offered to our Residents is based on the latest evidence-based data.



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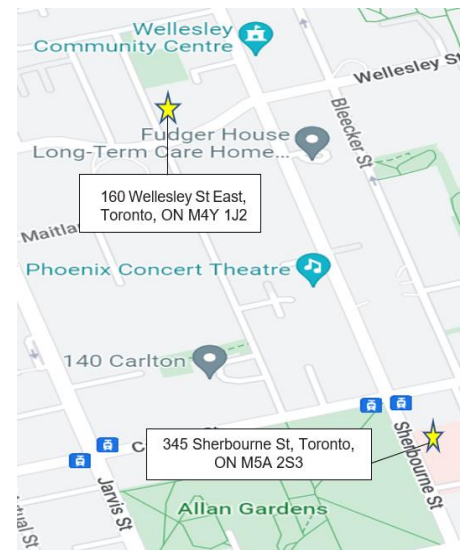
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THE REKAI CENTRES CAMPUS

REKAI CENTRE AT SHERBOURNE PLACE

Initially opened in 1988, Sherbourne Place was one of Canada's first multicultural Long-Term Care Homes with private, semi-private and basic rooms with a 126 licensed bed capacity providing 24 hour nursing care. Sherbourne Place provides care for residents requiring Peritoneal Dialysis with the support of St. Michael's Hospital.

Although currently the building is considered a Class C building, the Ministry of Long-Term Care has allocated funding to rebuild it to current standards. Many residents come from marginalized backgrounds. Sometimes their previous home was a shelter or even on the streets. The Rekai Centre approach all residents with our holistic person-based approach so that every resident receives the care they need.



REKAI CENTRE AT WELLESLEY CENTRAL PLACE

Constructed in 2005 on the site of the former Wellesley Hospital, the Home offers 150 licensed beds providing 24 hour Nursing Care.. There are private rooms with a private bathroom or a private bedroom with a bathroom shared with one other person, depending on the resident preference. The Home has a dedicated 25-bed unit for residents with Alzheimers who are at risk of wandering.

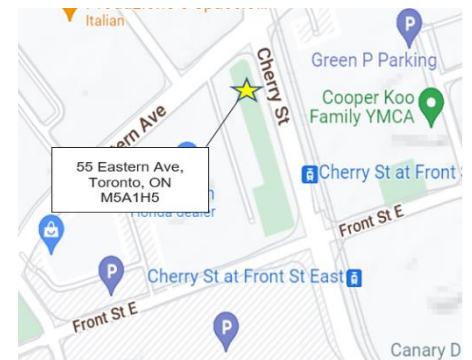
In June of 2022, the Home opened the “Rainbow Wing” on the third-floor west wing. This wing will be the new home for residents who identify as 2SLGBTQI+ at Wellesley Central Place or their allies. Wellesley Central Place also has private courtyards for residents and their families to relax and enjoy.

REKAI CENTRE AT CHERRY PLACE

The Rekai Centre at Cherry Place will provide a Home for 348 residents and is expected to break ground and begin construction in the Fall of 2022.

Located at the corner of Front and Cherry St, Cherry Place will host numerous new amenities for the Rekai Centres. These will include:

- a 9-station Hemodialysis Clinic that can accommodate 54 patients per week
- an Education Centre that will educate mainly international students whose dream is to become Personal Support Workers (PSW) and Canadian citizens.
- a Rainbow Wing and
- two floors specializing in dementia care.



The Home will have 13 floors and have views of the downtown core, Lake Ontario, and Lakeshore. Healthcare and dietary services will be provided to the Waterfront community to support individuals so that they can remain in their homes.

DEMOGRAPHIC BACKGROUND



AVERAGE AGE OF:

80

for Male Residents
at Wellesley Central Place

83

for Female Residents
at Wellesley Central Place

72

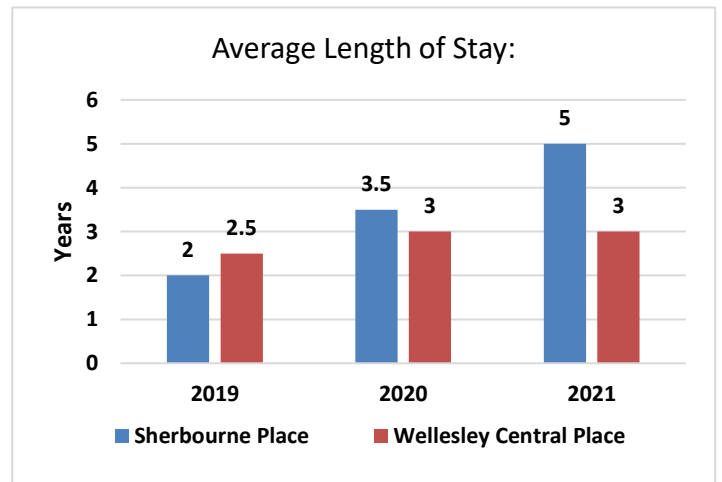
for Male Residents
at Sherbourne Place

81

for Female Residents
at Sherbourne Place

LENGTH OF STAY

The length of stay, on average, has increased at Sherbourne Place while the average length of stay at Wellesley Central Place has stayed relatively consistent.



PROFILE OF THE HEALTH OF REKAI CENTRES RESIDENTS

The Reikai Centres follows an evidence-based decision-making process. Our evidence indicates that three key populations need care and support. These conditions are challenging to address within the community.

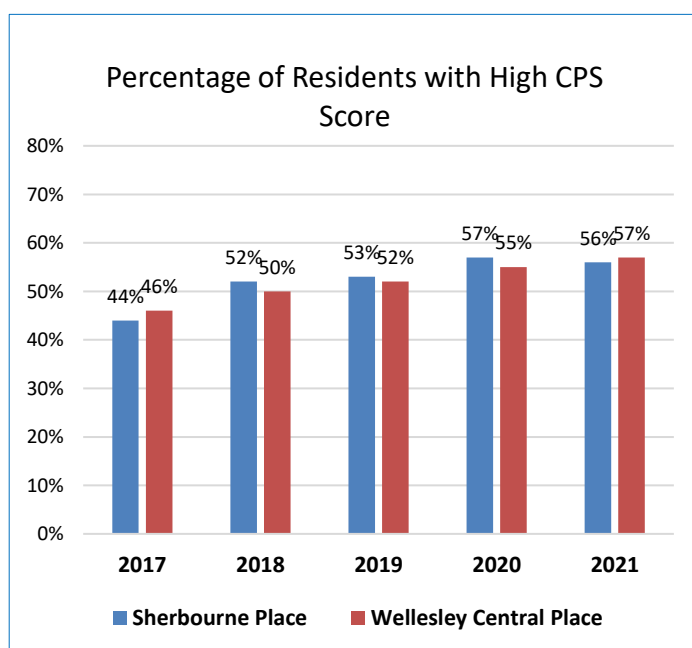
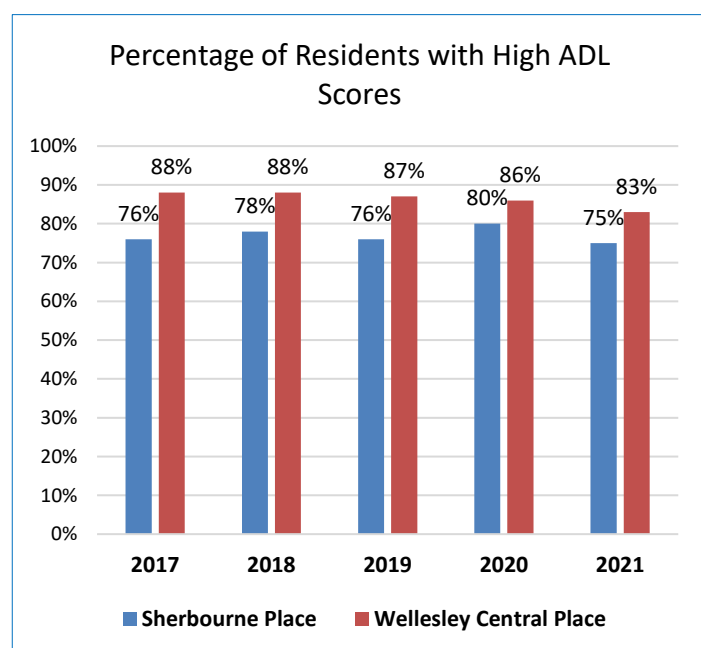
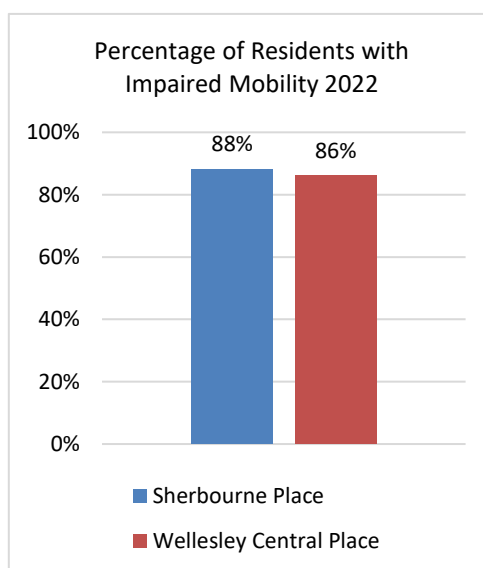
- Over 81% of residents need help with Activities of Daily Living (ADL)
- Over 80% of residents have impaired mobility
- Over 50% of our residents have cognitive impairment



Most Residents at the Reikai Centres live with chronic health conditions that affect their daily lives. 24/7 care is therefore essential for residents' quality of life. One in every three residents is highly or entirely dependent on staff care.

Activities of Daily Living (ADL): measures the level of assistance a resident need including toileting, personal hygiene, locomotion, and eating.

Cognitive Performance Scale (CPS): measures a resident's cognitive status. The CPS metric measures comatose, short-term memory, cognition skills for daily decision making, expressive communication and eating.



PROFILE OF THE INDIVIDUALS ON THE WAITLIST

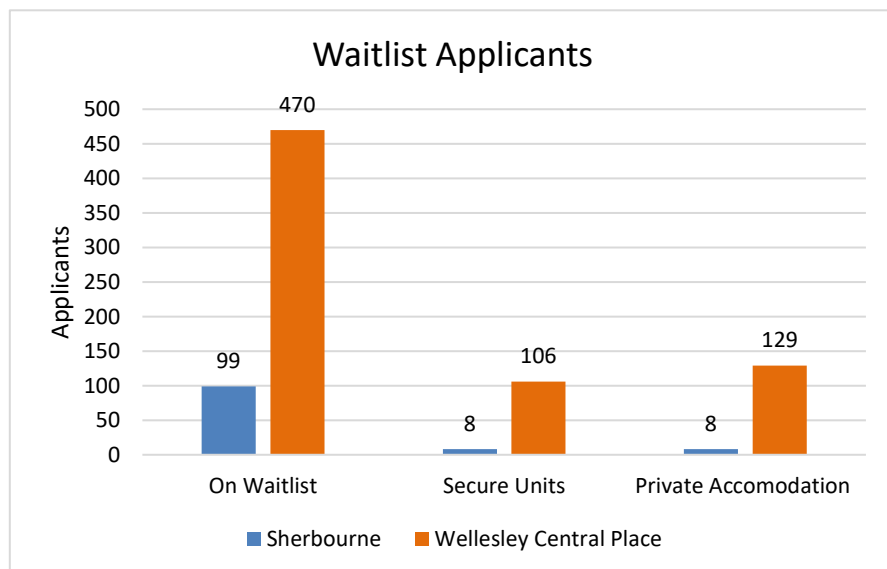
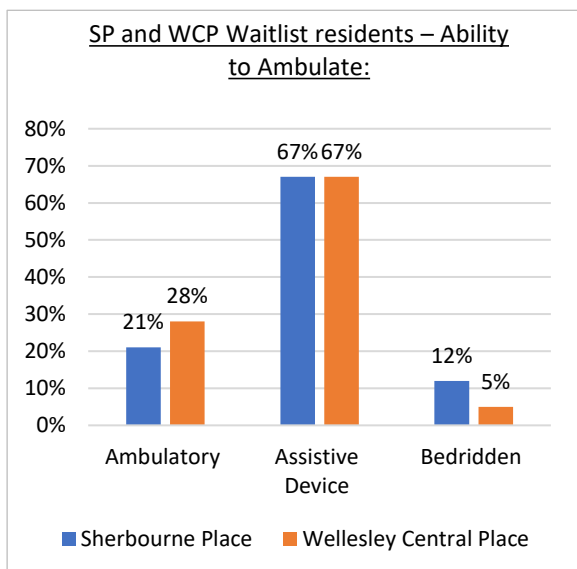
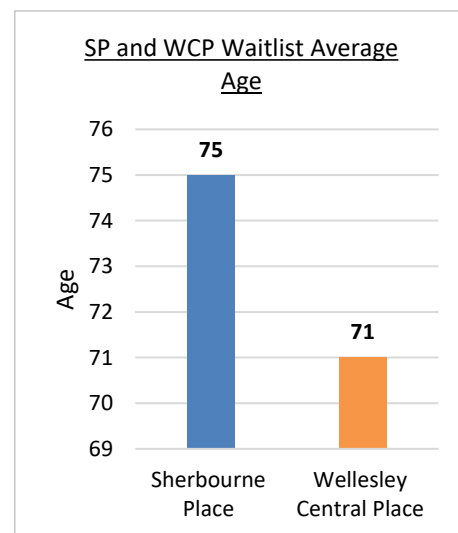
There are currently **7,413 people** on the wait list in Downtown Toronto (as of June 2022).

As the seniors' population in Ontario continues to climb, there is no doubt an increasing strain is growing on the LTC sector's licensed bed capacity. There has been a noticeable increase in the aging baby boomer population and the growing number of people with Alzheimer's/Dementia.

The Alzheimers Society of Toronto indicates there are currently 30,000 people living with Alzheimers in the GTA, which is expected to grow to 70,000 by 2030, in just over seven years!

All prospective residents apply through the Home and Community Care Division of Ontario Health. As of Summer 2022, there are 470 Residents at Wellesley Central Place and 99 at Sherbourne Place waiting for long-term care beds.

Many waitlisted applicants come from the downtown area of Toronto. The number one area code most waitlist applicants apply from is M5A, roughly the St. Lawrence neighborhood.

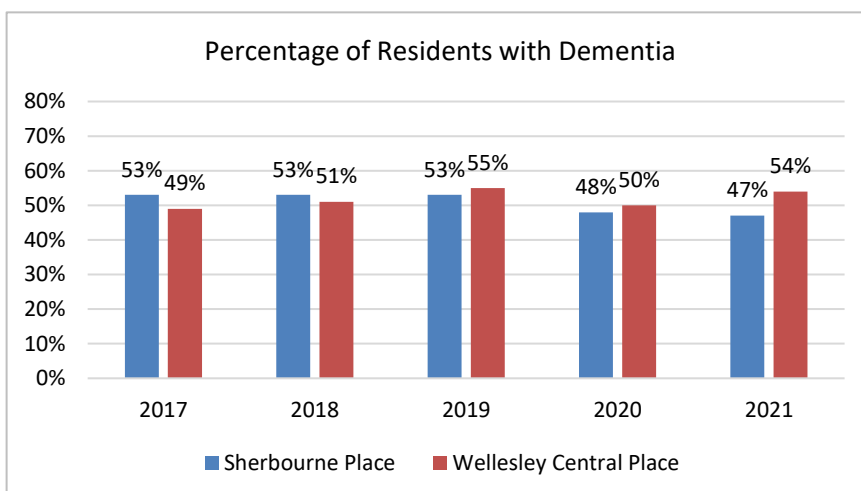


HEALTHCARE & DIETARY SERVICES AT THE REKAI CENTRES

The Reikai Centres offers healthcare to provide individuals with the best quality of life possible. To meet specific needs, we provide the following services:

ALZHEIMER'S AND DEMENTIA CARE UNIT

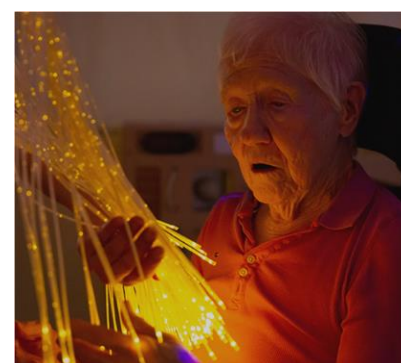
- Focusing on making changes to the living spaces of our residents to live as independently as possible.
- Using bold colours to better support residents living with Alzheimer's/Dementia. An individual living with Alzheimer's/Dementia cannot discern pastel colours.
- Contacting families so we can better understand your loved one's definition of home for people living in the Dementia unit.
- Training staff to emphasize people over tasks. Tasks will still be completed on time but will be secondary to residents' engagement needs.
- Changing routines to be more responsive to the resident's wants and needs, with the flow of activities and programs being more dynamic, allowing residents a sense of individual routine.
- The waitlist for Wellesley Central Place is relatively high due to the high number of Seniors with dementia.



SPECIALIZED DEMENTIA CARE UNIT

The unit also hosts the Snoezelen Room, a multi-sensory room with materials on the wall for Residents to touch and re-educate themselves. Games, aromatherapy, and lights can help keep residents active and engaged.

Colour can be difficult to comprehend for people with cognitive decline. They are less sensitive to colour contrast such as black and white. Therefore, they rely on brighter colours as well. Bright colours also help alleviate depth perception while being five to eight times more luminous than normal colours making them easier to see.



RESPONSIVE BEHAVIOURS

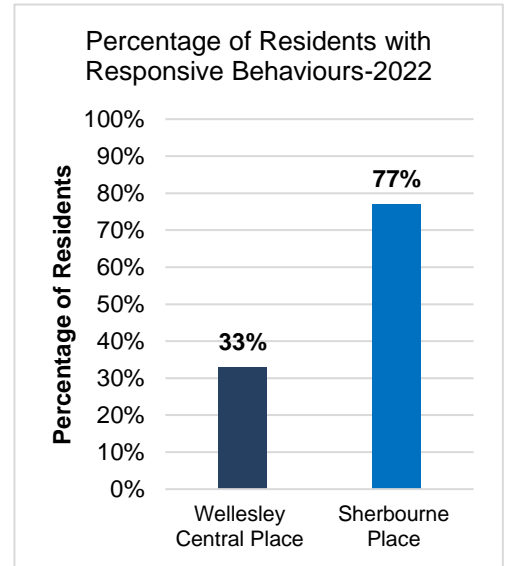
A Behavior Support Resource team has been created, the team functions in harmony within the “Behavior Support Ontario” Project framework.

What is Behaviour?

Behaviour is a “catchall term” for individual expressions that may disrupt a person or environment. At times, behaviour may be viewed as a resident’s personal attempt to address a need they perceive but cannot communicate. **“All Behaviour Has Meaning”**

Responsive Behaviour:

- Monthly, the Behaviour Support Leads (B.S.L.) at Rekai Centres identify the number of residents who demonstrate responsive behaviour.
- A resident is considered to display responsive behaviour if they have an “Aggressive Behaviour Score.”
- Higher scores indicate higher levels of aggressive behaviour, documentation of responsive behaviour and/or a direct referral to the Behavior Support Resource Team (BSRT).



Caseload:

- Some residents have been referred for more intensive support; these comprise the B.S.L. “Caseload.”
- A resident may demonstrate easily managed behaviours; they will not be considered on the “Caseload.”
- A “Caseload” number will be lower than the total residents who display responsive behaviour.
- The B.S.L. records and reports the total number of residents with responsive behaviours and the number of residents supported on their “Caseload”



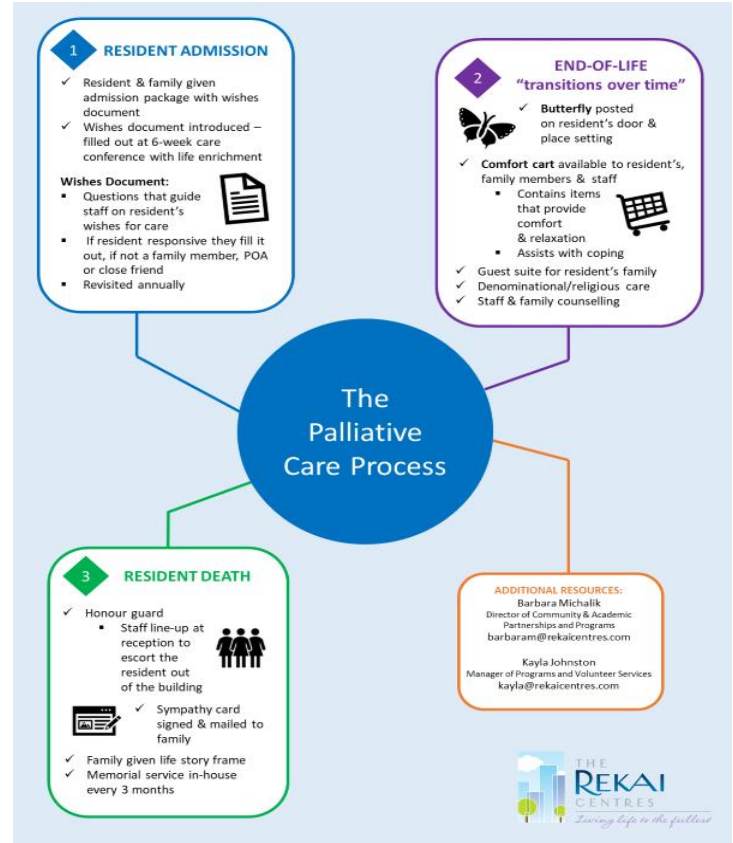
PALLIATIVE CARE PROGRAM

At the Reikai Centres, we recognize that for most of our residents, the Reikai Centres is their last home. Our Nursing and Life Enrichment teams jointly offer a robust Palliative and End of Life Care program.

We begin this philosophy when our resident/family members enter our Homes. Our Homes ensure compassionate and individualized care for every resident, family member and loved one. We offer pain management, spiritual, and compassionate care so that residents can pass in their homes, surrounded by their loved ones.

Key Findings: Total number of Residents who passed away in their homes rather than in hospital.

- 87% of Wellesley Central Place Residents
- 88% of the Sherbourne Place residents

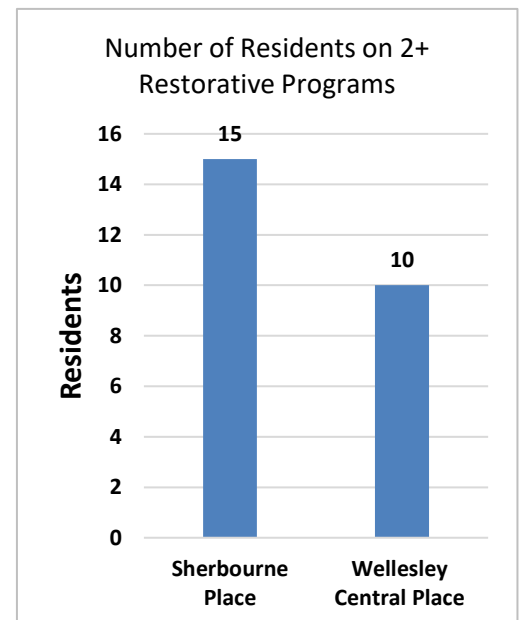


NURSING RESTORATIVE HEALTHCARE PROGRAM

The Nursing Restorative Program (NRP) is Resident-Centered nursing care that aims to maintain ADL (Activities of Daily Living) functions. NRP has specific exercises to promote the Residents highest level of activity. The NRP aims to improve ADL's, behaviour cognition and activity.

Types of Nursing Restorative Programs offered are:

- Toileting
- Transferring
- Dressing or Grooming
- Splint or Brace assistance
- Range of Motion Exercises (passive and active)
- Communication
- Eating or swallowing
- Amputation or Prosthesis care



DIALYSIS PROGRAM

The Peritoneal Dialysis program at Sherbourne, under the leadership of Dr. Phil McFarlane from Unity Health Toronto, is the inspiration for the new 9-station Dialysis Centre at the Re kai Centre at Cherry Place. Sherbourne Place was one of the first long-term homes in Toronto to provide Peritoneal Dialysis in collaboration with St. Michael's Hospital.

The team offers support from a nephrologist, peritoneal dialysis nurse, pharmacist, social worker, dietitian, and clinical managers. A peritoneal dialysis nurse provides on-call support, and Baxter offers clinical support

Ambulatory (CAPD and nocturnal (CCPD) peritoneal dialysis is done at the home. Peritoneal Dialysis Clinics are held quarterly on site. Hemodialysis is not offered on-site, but residents have access to neighbouring hospitals.



ACADEMIC & COMMUNITY PARTNERSHIPS

Academic partnerships are essential for our Homes, as it increases the interaction and reduces the isolation of our residents. Our staff can mentor and assist new students in the clinical, psycho/social, environmental and metrics disciplines. Many of our student placements become employees of the Re kai Centres. Our academic partnerships continue to grow with outreach across Ontario:



- University of Toronto
- Toronto Metropolitan University (formerly Ryerson University)
- York University
- OCAD University
- Guelph/Humber University
- University of Waterloo
- Trent University
- Wilfrid Laurier University
- Humber College
- George Brown College
- Centennial College
- Seneca College
- Sheridan College
- Georgian College
- Fleming College
- Algonquin College
- Several private schools, including North American College, Academy of Learning and Herzing College



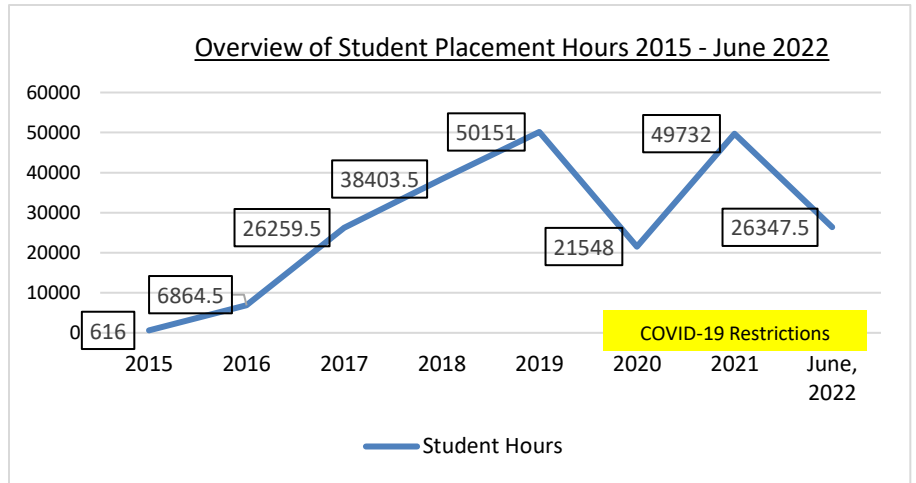
Our academic disciplines range from the following:

- Medicine
- Psychology
- Health Care Management
- Traditional Chinese Medicine
- Personal Support Worker (PSW)
- Activation Gerontology OTA/PTA
- Social Work, Social Service Worker
- Registered Nursing (BScN, RN & RPN)
- Dietitian, Nutrition, Food Service Manager and Food Service Worker
- Environmental Services - Building Maintenance including Horticulture/ Landscaping (new)



The graph on the right illustrates Rekai Centres of Academic Partnerships based on student placement hours from 2015 – 2022

How in 6 months, the academic program hours have matched all of 2020 during Covid Restrictions. (Full recovery)



2SLGBTQI+

2SLGBTQI+ Rainbow Wing at Wellesley Central Place, the Rekai Centres strive to provide a safe space for older 2SLGBTQI+ individuals to host and find their chosen families.

Our mission and values are to empower our residents to live rich, purposeful lives.

The 2SLGBTQI+ population deserves a place where they can be themselves without fear. By creating the first Long-Term Care units dedicated to this population, we want to welcome them and their allies to a place they can call home. Creating a safe space for the 2SLGBTQI+ community at the Rekai Centres will be exemplified through

- Educated culturally competent staff in providing care for the 2SLGBTQI+ community.
- Identified staff as members or allies
- Curated programming catered toward the needs of the residents
- Inclusive environment through reflective artwork

Two Rainbow Wings:

- The first Rekai Rainbow wing was inaugurated in June 2022 at Wellesley Central Place (25-bed unit) located at Wellesley and Sherbourne, two blocks from the Village
- Opening in 2024 at Cherry Place (22-bed unit), the new Rainbow wing will be located at Front and Cherry, a block from the distillery district.



MAINTAINING OUR STANDARDS

The Reikai Centres uses a data-based approach when selecting the best avenue of care for Residents and implementing a new program. We constantly strive to evaluate and improve our homes using in-house analytics and scorecards. Following an analytics-based approach has allowed us to improve the quality of life and care for Residents

CARF

CARF (Commission on Accreditation of Rehabilitation Facilities) is an internationally recognized non-profit organization that focuses on accrediting long-term care homes. Initially founded in 1966, CARF has grown to service over 28,000 locations internationally. A certification means that an LTCH (Long Term Care Home) is focused on following CARF's quality, value and service guidelines through a rigorous accreditation process and ongoing improvement. Reikai received its last recertification in 2019 and will be reviewed by CARF consultants again in August 2022.



QUALITY IMPROVEMENT SCORECARDS

Transparency is at the heart of The Reikai Centres' beliefs and values. Therefore, we've created an in-home score card that grades our performance by The Ministry of Long-Term Care. This allows us to compare the nine indicators (Falls, Worsened Pain, Daily Physical Restraint etc.) and see how we perform against Ontario averages and targets.

Sherbourne Place (SP) Quality Improvement Score Card- Q4 2022

Sherbourne Place	Ontario Adjusted			Q4 2021 - 2022 adjusted		Ontario Un-adjusted	Q4 2021 - 2022 Un-adjusted	
	2021 - 2022	% of Affected Residents	# of Affected Residents	October - December		2021 - 2022	October - December	
				Current	Difference vs ON		Current	Difference vs ON
HQO Quality Indicators								
Falls	16.10%	13.48%	12/89	13.4%	-2.70%	15.00%	13.1%	-1.9%
Worsening Pressure Ulcers	2.40%	1.12%	1/89	0.90%	-1.50%	3.40%	2.10%	-1.3%
Daily Physical Restraints	2.50%	1.12%	1/89	3.3%	0.80%	2.90%	1.2%	-1.7%
CIHI Quality Indicators								
Improved or remained independent in mid-loss ADL	28.90%	8.98%	8/89	21.00%	7.90%	20.60%	17.20%	-3.4%
Worsened or remained dependent in mid-loss ADL	34.60%	43.82%	39/89	35.40%	0.80%	40.00%	34.50%	-5.5%
Worsened mood from symptoms of depression	21.20%	12.35%	11/89	14.60%	-6.60%	21.20%	14.80%	-6.4%
Taken antipsychotics without a diagnosis of psychosis	21.20%	8.98%	8/89	14.80%	-6.40%	21.20%	14.60%	-6.6%
Has pain	5.20%	1.12%	1/89	1.20%	-4.00%	4.60%	1.80%	-2.8%
Worsened pain	8.90%	6.74%	6/89	11.50%	2.60%	9.40%	9.10%	-0.3%

Wellesley Central Place (WCP) Quality Improvement Score Card- Q4 2022

Wellesley Central Place	Ontario Adjusted			Q4 2021 - 2022 adjusted		Ontario Un-adjusted	Q4 2021 - 2022 Un-adjusted	
	2021 - 2022	% of affected Residents	# of Affected residents	October - December		2021 - 2022	October - December	
				Current	Difference vs ON		Current	Difference vs ON
HQO Quality Indicators								
Falls	16.10%	10.66%	16/150	11.50%	-4.60%	15.00%	9.80%	-5.20%
Worsening Pressure Ulcers	2.40%	2.66%	4/150	2.70%	0.30%	3.40%	4.60%	1.20%
Daily Physical Restraints	2.50%	0.00%	0/150	0.70%	-1.80%	2.90%	0.70%	-2.20%
CIHI Quality Indicators								
Improved or remained independent in mid-loss ADL	28.90%	14.00%	21/150	15.50%	13.40%	20.60%	16.90%	-3.70%
Worsened or remained dependent in mid-loss ADL	34.60%	28.66%	43/150	33.40%	-1.20%	40.00%	35.30%	-4.70%
Worsened mood from symptoms of depression	21.20%	10.66%	16/150	20.50%	-0.70%	21.20%	21.70%	0.50%
Taken antipsychotics without a diagnosis of psychosis	21.20%	12.00%	18/150	21.50%	0.30%	21.20%	17.50%	-3.70%
Has pain	5.20%	0.00%	0/150	0.50%	-4.70%	4.60%	0.60%	-4.00%
Worsened pain	8.90%	3.33%	5/150	6.90%	-2.00%	9.40%	7.50%	-1.90%





**The Reikai Centre at
Sherbourne Place**

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