



reachout



mission

To provide with excellence love and dignity a full continuum of affordable housing and services to senior citizens. We serve the Mennonite Constituency and others who wish to live in a community of Christian faith.



MAXIMIZING OUR GROWTH POTENTIAL

We are excited to report that we were successful in receiving additional funding from our Local Health Integration Network (LHIN) for Supportive Housing services. These new dollars will enable us to broaden our impact, by increasing the number of people who will receive support. Additionally, we have been working with the Community Care Access Centre (CCAC) in an exciting new project that will enable people from our surrounding community to have access to Supportive Housing services in our Wellness Suites at Pleasant Manor. At Tabor Manor, the Board continues to work on a plan to renovate a part of the old long term care home into Wellness Suites. Tabor's new Supportive Housing funding will allow us to hire additional staff for this new housing offering.

People enjoying Pleasant Manor's Christmas Bazaar on November 30

ORGANIZATIONAL PERFORMANCE & QUALITY IMPROVEMENT

We are beginning our journey with this new strategic direction, so this is our first update to you about our plan and our progress. To create and set a firm foundation, the Board of Directors approved our new annual business plan. We will be focusing on improving customer experience for our residents, tenants, staff and volunteers first by measuring satisfaction levels, then developing and working on specific areas of improvement as identified in the results we receive back. If you are asked to complete one of these surveys, please let us know where we can improve. Our Board also renewed its commitment to quality through a recently approved Board policy which is woven throughout each home. Through several quality initiatives, we will be building on our great reputation, applying "best practices" within our operations, providing staff with relevant training opportunities, ensuring our resources are appropriately focused to achieving quality and delivering polite, courteous and professional customer service that meets our mission to serve with "excellence, love and dignity". Lofty goals, no doubt, but well worth the effort!

LEADERS IN CARE IN NIAGARA

Have you ever been in a situation where you feel vulnerable? While it may feel unnatural or uncomfortable when we feel this way, vulnerability used appropriately can be helpful for growth and improvement. Just over a year ago, our employees participated in a study by the University of Toronto. The results we received help us better understand how our employees feel about their workplace and help identify where we together can plan to make improvements, ultimately in our quest to best serve and support the seniors who live at Pleasant Manor and Tabor Manor. Our senior leadership team has also subjected itself to review by our staff and peers to assist us to become better leaders. This is a new process for our homes and it may feel a bit awkward, but we feel it is a true reflection of the culture of our homes in striving for excellence in what we do.

CREATING HIGH QUALITY HEALTH SYSTEMS

Providing high quality services and care has always been at the core of the work provided by health professionals. In an effort to further advance quality for residents and tenants at Tabor Manor and Pleasant Manor, numerous initiatives have occurred both provincially and locally in long term care and community supportive housing. The creation of the Excellent Care For All Act (2010) in Ontario has helped to push the agenda to have organizations be more focused on principles of the provision of high quality care, supporting patients and caregivers, accountability and transparency, ensuring a positive patient experience and using evidence to create service.

When thinking of improving quality the focus should be to look at improving efficiency in care, using effective evidence-based procedures and processes, ensuring access to the right care at the right time, in the right place by the right professionals - all with an eye to the client experience. In order to make a difference in these areas, it is essential to understand where an organization is situated on these types of dimensions and then to have an approach to make this better. To this end, Tabor Manor and Pleasant Manor have partnered with Brock University and the Michael G. DeGroot School of Medicine on the I-EQUIP project (Interprofessional Education for Quality Improvement Program). This partnership has resulted in a team of medical students and undergraduate students working with Tabor Manor staff, including Lorene Mandau, and being mentored by Dr. Madelyn Law (Brock) and Dr. Matthew Greenway, one of Tabor Manor's new attending physicians and instructor at DeGroot. This team will work to identify an area that could be improved in the current services and then they will use methods and tools from quality improvement science to make evidence-based changes.

Dr. Law has also been involved with the Niagara Senior Supportive Housing Network to help in the creation of quality performance indicators through a collaborative consensus building approach. These indicators will allow supportive housing administrators to examine areas on the quality spectrum which will then lend to making changes to improve services in this sector.

Through this partnership with Brock and DeGroot, Tabor Manor and Pleasant Manor will be able to work towards goals of enhanced quality of care and services, while also helping to develop the next generation of health professionals who understand and can contribute to the culture of quality in long term care and supportive housing.

**Madelyn P. Law, Assistant Professor,
Department of Community Health Sciences, Brock University**

THE SPIRIT IS ON THE MOVE

We thank God for settling everyone well into our new building. Regular worship services are now being held in the new "Great Room". We are grateful for the beautiful new area God has provided in which our "Tabor Community" can meet together for worship. In addition to God moving in our corporate worship experience, He is also working in the lives of individuals. Many new residents from the community bring with them different faith traditions. Recently, one of our new residents expressed a desire to receive assurance of salvation. It was a great privilege to share this possibility, and pray with the person to receive this wonderful gift. **Don Middlemiss, Chaplain, Tabor Manor**

Pleasant Manor is celebrating our Memorial Service on November 7. This year we have chosen to have two memorial services so we can take more time to focus on each individual. One service will be held this November and another this coming spring. These are important times for families and for us, as staff, to remember how these individuals have impacted our lives and influenced our own life choices. That impact will never end. As believers, we also believe that this life is not the end! We believe our loved ones are with God and, one day, we will join them! This is our belief and hope! "Since we believe that Jesus died and was raised to life again, we also believe that when Jesus returns, God will bring back with him the believers who have died." (1 Thess. 4: 14) **Bryan Sweet, Chaplain, Pleasant Manor**

"CONNEXIONS" - PEOPLE MAKING A DIFFERENCE & BEING TRANSFORMED

As a team member for an incredible place of wonderful staff and residents/tenants, working in the Administration Office has given me the opportunity to know all of our residents/tenants, their families and connect with our community. I feel blessed and honored to have residents/tenants sharing stories of their life, their faith in God and their thankfulness for family. To be an extension of "family" here at Pleasant Manor and knowing that I make a difference in their daily life, making every day pleasant to be a part of "our home" here has made me feel that working at Pleasant Manor was and is the right choice in my life.

Destiny Walsh, Administrative Assistant, Pleasant Manor

God has blessed me with a long standing career here at Tabor Manor. Through the years I have adapted to many changes and have taken on a number of different roles. I marvel at how God has timely placed stepping stones in my path, preparing me for challenges ahead. After 24 years of service, it's not just a work place, it's my second home.

Lorene Mandau, Assistant Director of Care, Tabor Manor

ON THE HORIZON

December 3	Tenant Christmas Banquet - 5:00pm	Tabor Manor
December 5	Life Lease Christmas Banquet - 5:00pm	Pleasant Manor
December 10	Tenant Christmas Banquet - 5:00pm	Pleasant Manor
December 12	Heritage Place Christmas Banquet - 5:00pm	Pleasant Manor
December 15	Heritage Place Family Christmas Party	Pleasant Manor
December 19	Resident Christmas Banquet - 12:00pm	Tabor Manor

VITAL STATISTICS - Waiting Lists

	Tabor Manor	Pleasant Manor
Apartments	748	531
Long Term Care	105	20