



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.



A Pleasant Manor resident enjoying a visit from Hands On Exotics

MAXIMIZING OUR GROWTH POTENTIAL

"Community Hub and Wellness Centre" and "Wellness Suites", are two terms you will be hearing more often over the next little while. It is our vision for our two homes to serve a broader purpose within our community, and particularly within our respective neighbourhoods. With recent funding received from our LHIN, we are able to provide Exercise and Falls Prevention/Strengthening Classes not only to people who live within each home, but to seniors living around our homes. Through our promotional efforts, you will be seeing new faces at our homes as we welcome our neighbours into these classes. Our special interest article on the next page describes the program focus in more detail.

We are becoming "Community Hubs".

The "Wellness Suites" at Pleasant Manor have offered seniors a semi-independent living option for many years now. This "wrap around" model of care offers people enhanced security, meals and other services, in an effort to keep people independent as long as possible. In a very short while, Tabor Manor will be completing and marketing new "Wellness Suites". We thank Pleasant Manor staff for creating such a fine example that can be replicated at Tabor Manor.

LEADERS IN CARE IN NIAGARA

Working at Pleasant Manor has been a great experience for me and I appreciate the encouragement from the leadership team to further my education and my pursuit of becoming a Certified Therapeutic Recreation Specialist (CTRS). Going back to school has certainly been challenging, but I appreciate the opportunity to grow and develop my knowledge and skills. Another benefit of this endeavour is the connections I've developed with the Therapeutic Recreation (TR) professors at Brock. This in turn has allowed us to host some of the TR students in different placement opportunities and internships. Our residents and tenants are thriving under the additional attention, loving the one to one interaction and friendships they are developing with these students.

Currently we have five fourth year students who are each spending 100 hours here and getting the opportunity to build a practical knowledge that complements the base of theoretical knowledge they've gained at Brock. By the end of the placement, they will have had the opportunity to assess, evaluate, develop, plan, implement, and review their clients and programs. Throughout the process, I have the pleasure of mentoring these students, an opportunity I have truly valued. I find I'm learning just as much as they are as we go through the process together!

Corinna Visser, Therapeutic Recreation Supervisor, Pleasant Manor

ORGANIZATIONAL PERFORMANCE & QUALITY IMPROVEMENT

In the fall of 2013, we completed satisfaction surveys on residents living in our long term care homes. Through a process of resident engagement, we are excited to be focusing on the following areas over the next year in our effort to enhance our level of customer satisfaction with our long term care home residents.

At Tabor Manor, residents are looking for improvements in two main areas: activity programs and dining experience. Residents are looking for an increase in the offering of cognitively challenging programs. Also, residents indicated a lack of spices in the food and dissatisfaction with increased noise level during the clearing of the tables. We responded immediately by increasing the number of cognitively challenging programs offered in the monthly activities calendar. We are working on completing an audit of our dining service and will implement the needed changes to ensure our residents are satisfied with their dining experience.

At Pleasant Manor, we were gratified to learn that residents are generally very happy with their experience. Nevertheless, there is definitely room for improvement. Residents value care that is delivered in a calm and non-rushed manner, particularly at mealtimes. In response, we will be embarking on a full year initiative that focuses on the enjoyment of the dining experience, with a variety of activities, training opportunities for staff, resident choice meals, dining room décor, and other activities that elevate the entire resident experience. We look forward to an eventful year!

FALLS PREVENTION CLASSES

In Ontario, falls are the leading cause of injury among older adults. Every 30 minutes, a senior is admitted to hospital due to a fall and, every 10 minutes, a senior visits an emergency department due to a fall (Ontario Injury Prevention Resource Centre, 2008). Reliance Rehab Associates is excited to be partnered with Pleasant Manor and Tabor Manor in the development, execution, and management of the Falls Prevention classes currently taking place. Classes are administered by Registered Kinesiologists and Physiotherapists, and exercises are specifically designed to improve, maintain, and prevent decline in areas of balance, strength, and flexibility. Stephanie, R. Kin manages and instructs classes at Pleasant Manor and comments:

"I am proud and honoured to have the privilege of instructing the Falls Prevention classes at Pleasant Manor. These classes not only reduce the risk of falls, but also increase confidence, motivation and the desire to strive for a better quality of life."

Feedback from participants in the Falls Prevention classes remark:

"The classes that I have attended during the last few years have been a real inspiration to me as I have 'Parkinson's'. The staff make the classes interesting, enjoyable and of course beneficial. My years have been extended and for that I have to thank God and the therapy staff." G. Reimer

"I come so I can stay active. Some mornings you don't want to move; I come so I don't get that feeling." Erna

"It helps me; I would forget to do the exercises at home and this class keeps me moving." Anna

"It's thorough and not basic which is what I like! I enjoy the different exercises because I like a good workout." Grace

We look forward to seeing you in class!

Classes are open to members of the communities surrounding both homes.

To register, please call (905) 464-8136 or visit <http://reliancerehab.ca>.

**Aimee Grodski, President,
Reliance Rehab Associates**

"CONNEXIONS" - PEOPLE MAKING A DIFFERENCE & BEING TRANSFORMED

I've been working at Pleasant Manor for 2 years and 8 months in the Supportive Housing department as a Personal Support Worker. I really enjoy my work; it's nice to be part of the team. The staff are really accepting of any questions I have during any situation or emergency. I feel good knowing that I'm not alone and that staff are willing to help at any time.

Colleen Bravetti, Personal Support Worker, Pleasant Manor

As a new Graduate of the Practical Nursing Program at Niagara College, I am privileged to have the opportunity to provide optimal care for wonderful seniors in a Christian setting. I am inspired by our Vision of embodying a Christ-like love in our actions, and our Mission to serve with excellence, love, and dignity, which is evident in the welcoming disposition of our residents, their families, and our staff, who have made me feel at home. There is a definite sense of peace as I walk through the halls of Tabor Manor and interact with individuals that complete our circle of care. My experience has led me to believe that Tabor Manor has set a precedent for all long term care facilities, as we exemplify our Core Values. I am Blessed and honoured to be a part of the Tabor Manor Team. I trust in the Lord, that his healing light will shine through me as I continue to provide compassionate care and make a difference in someone's life.

Michelle Marinovic, Registered Practical Nurse, Tabor Manor

ON THE HORIZON

February 5	Residents' Council Meeting - 10:00am	Tabor Manor
February 14	Auxiliary Valentine's Day Social - 3:00pm	Pleasant Manor
February 24	Residents' Council Meeting - 3:30pm	Pleasant Manor
February 26	Tenants AGM - 4:00pm - 6:00pm	Tabor Manor
February 27	Memorial Service - 7:00pm	Tabor Manor
March 17	Residents' Council Meeting - 11:00am	Pleasant Manor
March 24	Family Council Meeting - 3:00pm	Pleasant Manor

VITAL STATISTICS - Waiting Lists

	Tabor Manor	Pleasant Manor
Apartments	765	570
Long Term Care	89	27

THE SPIRIT IS ON THE MOVE →

I believe one of the cultural elements that God wants to develop at Tabor is a strong sense of community. It is a blessing to see people reaching out to one another and offering encouragement as well as friendship. On a recent pastoral visit, one of our residents shared that she had more friendships at Tabor Manor, than she had while living in the community. On another occasion, at one of our chapel services, I was blessed to see one of our tenants deliberately and warmly connect with a resident she did not know. Also, recently, one of our tenants was offering directions to a new tenant on how to get to the chapel. I was impressed by this friendly interaction, and it seems the new tenant appreciated the neighbourly orientation. These "brotherly" interactions are a reflection of 1 Thessalonians 4:9: Now about brotherly love we do not need to write to you, for you yourselves have been taught by God to love each other. **Don Middlemiss, Chaplain, Tabor Manor**

So many seniors have a treasury of Bible verses and experiences to remind them of God's faithfulness. However, with the challenges of aging, illness and increased frailty, these promises can easily be forgotten. Philemon verse 7 states: "Your love has given me much joy and comfort...for your kindness has often refreshed the hearts of God's people." My role as chaplain is to "refresh" people's hearts and to remind them of God's faithfulness. What an amazing privilege to daily be the one to refresh people's hearts, to offer joy and comfort! I am thankful for the privilege of serving in this capacity! **Bryan Sweet, Chaplain, Pleasant Manor**