



# 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 GROWTH POTENTIAL

The new home is rapidly taking shape. The roof is on and exterior brick work has begun. Windows are being installed and the plumbers and electricians are busy completing their respective trade. In the next few weeks, we will be installing curbs and asphalt along the East side of our property so as to tidy up the driveway and entrance to the Evergreen Apartment. Our campaign to raise \$256,000 for new beds is going well. We are grateful for the many people who have already donated toward this very special cause. If you have not already done so, please consider making a difference in someone's life by providing them with a restful night's sleep.

For more information, please contact the front office at Tabor Manor, (905) 934-2548.

## LEAD IN CARE IN NIAGARA

On March 30, our management and office support staff met to review our 2011/2012 Business Plan and to forge direction and identify work priorities for the coming year. As a result of their work, we will be focusing on education and training to support our staff, mastering the recent documentation software packages we implemented last year, collaborating with other health service agencies and focusing on quality improvement initiatives.

## ENVIRONMENTALLY RESPONSIVE COMMUNITIES

We are currently forming a recycling committee to review our practices and to look for opportunities to improve where possible. Since October, 2011 our long term care home has simplified recycling by implementing the Single Stream Recycling program through Waste Management. This program allows the user to place all paper, plastic, cardboard and aluminum into one container, thus reducing waste. Think green!

## INTENTIONAL WORKFORCE PLANNING

Core values are the standards for behavior that define our culture. At Pleasant Manor and Tabor Manor, we have defined our culture with the values of Love, Respect, Quality, Excellence, Faith, Community, Empathy, Accountability and Community Leadership. Do we ever do enough to truly and effectively communicate them and choose to live them out as we serve and support our seniors? Communicating our values at every opportunity is one way to draw greater awareness. To this end, we are currently undertaking the exciting challenge of creating "value centric" job descriptions for all job categories. This will help all of us be more in tune with tangibly identifying behaviors associated with our roles that are directly related to our core values. Choosing to live them out will lead to successfully achieving our homes' mission.

**“SUPPORTIVE HOUSING” – PAVING THE WAY FOR A STRONGER, SUSTAINABLE HEALTH SYSTEM THAT PROVIDES THE RIGHT CARE, AT THE RIGHT PLACE, RIGHT TIME AND RIGHT COST**

Since the 1990’s, Pleasant Manor and Tabor Manor have been providing “in-home” supports to seniors who live in our apartments and life lease units, referred to as “Supportive Housing”. The Supportive Housing program staff assists people with a range of services including bathing, lifting, transferring, medication reminders, 24 security checks, light house-keeping and laundry and meal preparation, or meal delivery.

The original programs started out rather small with combined budgets of \$414,162, serving a handful of people. Today, our budget is over 1.5 million dollars and we’re serving 225 seniors per month. Funding is provided by the Hamilton Niagara Haldimand Brant Local Health Integration Network, (HNHB-LHIN).

The Supportive Housing programs play a pivotal role within our health system. Firstly, providing in-home support services is consistent with people’s interest to stay within their own home as they age.

Secondly, Supportive Housing programs help the Ministry of Health and the LHIN achieve their shared objective to keep people out of hospitals and long term care homes. Thirdly, the cost to the tax payer to support one person in Supportive Housing is approximately \$24 to \$30 dollars per day, compared to over \$160 per day in long term care and many hundreds of dollars per day in a hospital. The Supportive Housing program handles tax payer’s money in prudent and efficient manner and provides very tangible payoffs in terms of measured success. Our mid-year statistical report for 2012 indicates we are on track for meeting our performance targets. We are grateful to our Supportive Housing Coordinators and the many PSW’s that make up this program for all their hard work in helping people age in place.

**“CONNEXIONS” - PEOPLE MAKING A DIFFERENCE**

My name is Joy Miller, I am a Personal Support Worker at Pleasant Manor. My most favourite time during our busy days, is being one on one with the residents. Their own special time to feel loved and wanted. I really enjoy fixing their hair, or spending time doing jigsaws with them, talking about their life sharing heart-to-heart. For me, it's all about building relationships that leave a lasting impression on someone’s life.

Tabor is a place where you can live, love, and grow. I am Debbie Sferrazza and in just over 12 years I have had the opportunity to grow: as a volunteer (tenant exercise classes); as a PSW student; as a Personal Support Worker, as the Supportive Housing Assistant, and now in my present role as the Supportive Housing Coordinator. I have come to love the people who reside here, and they have been wonderful examples of Christian-based lives. It is them who affect why I want to work at Tabor.

**ON THE HORIZON**

- August 8 at 10am - Resident’s Council Meeting - Tabor Manor
- August 20 at 11am - Resident’s Council Meeting - Pleasant Manor
- September 8 at 4pm - Family Picnic - Pleasant Manor
- September 21 at 1:30pm - Family Information Session - Tabor Manor
- September 24 at 3:30pm - Family Council - Pleasant Manor

**VITAL STATISTICS - Waiting Lists**

	Tabor Manor	Pleasant Manor
Apartments	682	637
Long Term Care	58	22

**THE SPIRIT IS ON THE MOVE** →

“Whenever you did one of these things to someone overlooked or ignored, that was me; you did it to me.” Matthew 25:40 (The Message Bible) Christ is the centre of our message and our very lives. As He dwells in us, and as people watch us, they have the opportunity to see Him. May the world we encounter daily be touched with Christ’s love through you and through me! That is my prayer as a chaplain and a believer. Bryan Sweet, Chaplain, Pleasant Manor.

At Tabor Manor we have enjoyed a variety of ministry in our chapel services this summer. It has included ministry provided by Grantham MB Church through its choir, pastor, and various singers. Recently we enjoyed a choir of young people from “The Church at Niagara”, who presented traditional hymns in harmony. We look forward to music ministry for every Thursday evening chapel service in September as we anticipate our “Fall Festival of Music”. Don Middlemiss, Chaplain, Tabor Manor