



# 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.



## ENVIRONMENTALLY RESPONSIVE COMMUNITIES

In our last edition, we shared a few innovative tips for reusing, recycling and reducing from an article on the Global Stewards website. This edition will focus on "Recycling".

One tip to "recycle" is to ensure to rinse out containers before placing them into provided recycling bins, particularly in the summer months. This will help to reduce odours.

Families who have to clean up their parent's room or apartment after they pass away, are encouraged to donate clothes, computers, televisions, etc., to local agencies who accept donations such as this. Please do not place any of these items into recyclers.

For more eco friendly tips and sustainable solutions for a healthy planet, please visit the following link.

<http://globalstewards.org/ecotips.htm>

## MAXIMIZING GROWTH POTENTIAL

Our new long term care home at Tabor Manor is complete! While we were a fair bit behind schedule, we ended on budget and that's thrilling. The 82 residents will be moving from the existing home into the new home on Monday August 12. One week later, CCAC will begin filling the additional 46 new beds and in about a month, or so, we expect to have a full home.

We are grateful for the many people who have already donated toward our bed campaign. We still have room to accept your donation for this very practical fund raising project. Please consider making a difference for the residents at Tabor Manor, (905) 934-2548.

## LEAD IN CARE IN NIAGARA

Hello my name is Christina Rutherford and I am the Nutrition Manager at Pleasant Manor. As part of my Job I am the Co-Chair of the Joint Health and Safety Committee (JHSC). With this responsibility comes a large amount of initial training. To be a certified member you must get your WSIB training that teaches all about the Occupational Health and Safety Act as well as how to keep your specific work place safe with courses about hazard analysis and workplace inspections. It opens your eyes to see your workplace in a new way.

## INTENTIONAL WORKFORCE PLANNING

With the construction of the new Long-Term Care Home in the final stages, the Human Resource Department has been busy welcoming many new employees.

The entire recruitment process has been streamlined for greater efficiency and we have fully embraced our new "E" Learning platforms for the delivery of all training for new hires. As of July 31, thirty-four (34) new employees have been hired for the new Long-Term Care Home.

The enthusiasm, education, passion and practical on-the-job work experience these new hires possess will ensure that Tabor Manor remains a cut above, and a home of choice for seniors and the family of seniors, who are searching for a home that delivers care and support with excellence, love and dignity.

**Brian Dzurban, Human Resource Coordinator**

## “NEW DIRECTIONS, NEW JOURNEY”

For the past three years, our 2010-2013 Strategic Plan has centred around achieving progress in the areas of Maximizing Our Growth Potential, creating Environmentally Responsive Communities, Intentional Workforce Planning and being a Leader in Care in Niagara.

As we review back over the past three years, we have accomplished much. We have completed the new long term care home at Tabor and there’s a plan in place for redeveloping Pleasant Manor’s long term care home. We have increased our awareness as staff, residents and tenants in being more environmentally conscious in our daily decision making in purchasing and handling our trash. We have hired approximately 50 new staff and have vibrant placement programs with Brock University and Niagara College in Therapeutic Recreation, Registered Nursing and Registered Practical Nursing. Our employees are involved in a range of local and provincial committees, networks and Boards.

On March 23, our Board of Directors met to forge direction for the coming three years into what we refer to as the 2013-2016 Strategic Plan.

For the next three years, we will be focusing on Organizational Performance and Quality Improvement, Maximizing Our Growth Potential and being Leaders in Care in Niagara. Increasingly, demands are placed on health organizations to be operating optimally. We have introduced a “Balanced Score Card” approach to monitoring our organizations’ performance against provincial benchmarks. We’ve also set our own benchmarks that are aligned with our stewardship approach to managing the financial resources entrusted to us.

Our Board has identified the value of continuing to pursue maximizing our growth potential. Inasmuch as we have a plan in place for redeveloping Pleasant Manor’s long term care home, fulfilling the plan depends on opportunity and political will. At the

same time, the Board will work to identify what to do with the old home at Tabor, now vacant with the completion of the new home.

Opportunities abound for our homes to be leaders in care within Niagara! We continue to work with Brock University in a unique partnership, offering space to Brock to create a community-based centre for applied research. Applied research performed at this centre will assist our homes and sector in raising the bar in care with seniors.

With these directional changes, the front page of subsequent issues of Reachout will look a bit different.

**Tim Siemens, Executive Director**  
*Pleasant Manor and Tabor Manor*

## “CONNEXIONS” - PEOPLE MAKING A DIFFERENCE & BEING TRANSFORMED

Pleasant Manor is an incredible place to work for a number of reasons. First of all, it is a community. We get to serve people each and every day, and in doing so, we are blessed beyond measure. It is a privilege to share this stage of life with the residents. To hear their stories and to share this time is a gift we often underestimate. Secondly, I get to work with an awesome team of people. There are so many special people who work together to give the residents a quality of life unlike any other. I love hearing the stories of those with whom I work; to become a part of their lives and to have them become a part of mine. **Kaethe Tiessen, Housekeeping, Pleasant Manor**

If I could describe one highlight after working in Supportive Housing for 5 years, I would say it's "building relationships" Now that I am working in LTC, I see the tenants who have moved over, and how the staff continues to care for them and gets to know them the way I knew them. Recently, one of the residents passed away shortly after I started working in LTC. She was a special person to me because I had looked after her. As I reflected on her and how well I got to know her, I heard some other staff speaking about her with the same affection I had for her. To me it demonstrated the continuum of care at Tabor Manor - the kind of care that when residents move from living independently with assistance to receiving full care, they remain the same person, and remain valued for who they are.

**Sherrie Beyer, Nursing Clerk, Tabor Manor**

## ON THE HORIZON

September 7	Family Picnic	Pleasant Manor
October 10	Thanksgiving Banquets	Pleasant Manor
October 10	Thanksgiving Banquet	Tabor Manor

## VITAL STATISTICS - Waiting Lists

	Tabor Manor	Pleasant Manor
Apartments	684	550
Long Term Care	96	20

## THE SPIRIT IS ON THE MOVE

Waiting on the Lord is a good exercise. We have waited on God for the completion of Tabor Manor’s new long term care home. Now we are about to turn a corner in the plans God has for us. It is exciting to think about all the new ways God can minister to us through this new chapter in our lives. I am reminded of : Jeremiah 29:11 - “For I know the plans I have for you,” declares the LORD, "plans to prosper you and not to harm you, plans to give you hope and a future.” I believe this expresses God’s desire for us in the new building and beyond. Let’s embrace this verse and its truths as we move forward together. **Don Middlemiss, Chaplain, Tabor Manor**

At a recent communion service, a tenant told me that this was the first time he had taken communion in 55 years! He had been prompted to attend chapels due to a visit we had in his apartment. After our visit I had given him a Bible. After the communion service, he affirmed that “it is being used.” How wonderful to see the smile in this individual’s eyes and the greater degree of openness and interaction. Our mission verse is Matthew 25:40 “Whenever you did one of these things to someone overlooked or ignored, that was me-you did it to me.” (The Message Bible) We never fully know the impact of a conversation or a visit. Our role is to consistently love Christ and to share His love with others.

**Bryan Sweet, Chaplain, Pleasant Manor**