



# 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.

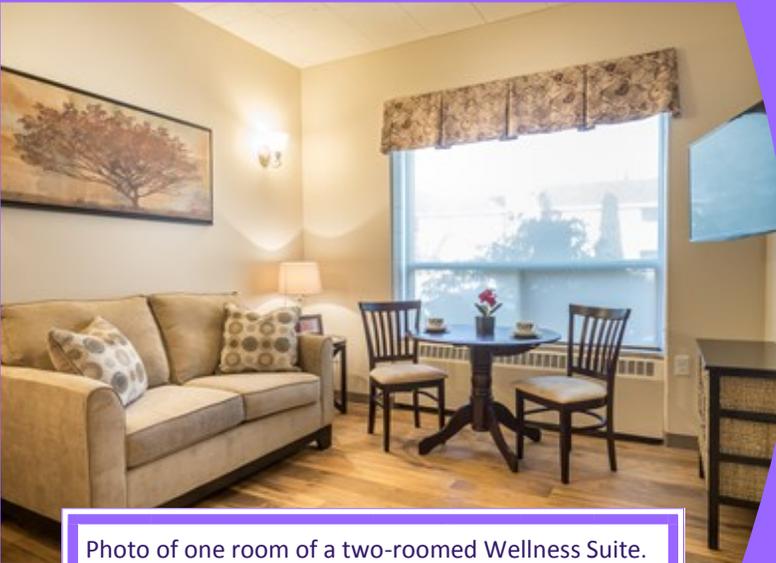


Photo of one room of a two-roomed Wellness Suite.

## MAXIMIZING OUR GROWTH POTENTIAL

The Wellness Suite program at our Tabor Manor site is rapidly developing. The picture to the left shows transformation that is taking place within the old long term care building. Many tenants living in Wellness Suites receive care and support through our Supportive Housing programs. Other services available to them include Falls Prevention and Exercise Classes and Therapeutic Recreation.

## ORGANIZATIONAL PERFORMANCE & QUALITY IMPROVEMENT

In our interest to provide excellent service to each of our customer groups, we have responded to the results our tenant, volunteer and staff satisfaction surveys by developing two initiatives for each group.

**Tenants** – At Pleasant Manor, we will focus on improving the outdoor common areas, including the parking lots, and we will also increase the number of activities and programs offered. At Tabor Manor, we will meet with a smaller group of tenants to create a plan for refreshing the individual apartment building entrances, and our Maintenance department will focus on the grounds.

**Volunteers** – At Pleasant Manor, we will be holding a quarterly meeting with all volunteers to solicit their feedback and ideas, and we will intentionally encourage and express our appreciation to volunteers throughout the year. At Tabor Manor, we are improving communication with our volunteers through a communication log book at the welcome desk, and we have provided access to the pathway through 1 Tabor Dr. to improve the walk from the Scott St. Church parking lot.

**Staff**—At both Homes, we are developing the leadership skills of supervisors and senior management, to provide strong leadership to all staff, and providing opportunities for greater staff involvement in initiatives and projects.

## LEADERS IN CARE IN NIAGARA

Leaders within our homes come in all shapes and sizes. National Volunteers' week is this month, and we acknowledge all our volunteers who make a difference in the lives of our seniors. We congratulate Mr. Jake Wiens for the 100+ hours per month he volunteers at Pleasant Manor. We were excited to celebrate with Mr. Wiens, the honoured distinction of receiving the "Volunteer of the Year Award" in the province of Ontario. Mr. Wiens epitomizes the role of selfless love in serving others.



Congratulations Jake!

## MONTESSORI

To serve with excellence, love and dignity takes a lot of dedication, drive, and most of all, it takes the stamina to each day make the decision to embody these three words in our work. In striving to fulfil our mission, both homes strive to remain current with best practices in how to best serve our residents and tenants.

We recently received education funding from the Ministry. With these funds, we chose to send a group of staff (consisting of both front line and management) from each of our Homes to participate in a two day training session on Montessori Methods for Dementia. The goal of this approach is to engage each resident in meaningful moments that add purpose to their lives with the feeling of contribution to their community, focusing on the use of remaining strengths and abilities. This is an individual process that varies according to each person's level of interest, skills, needs and abilities. The objective is to give each person a reason to get up in the morning, give them something to look forward to and give them something meaningful to do each and every day. When their memory is supported, and there are meaningful things to do, function is enhanced and quality of life is easier to achieve. Research has shown that this training is most effective when incorporated in all areas of life.

Through this philosophy of care, we seek to positively enhance the culture of our Homes. It has been expressed by other homes that have embraced Montessori, that it has positively impacted not only residents and family members, but staff that work on the front line. When staff are motivated, they more easily make the choice to serve with excellence, love and dignity.

**Corinna Visser & Megan Challice,**  
*Therapeutic Recreation Supervisors,*  
*Pleasant Manor & Tabor Manor*

## "CONNEXIONS" - PEOPLE MAKING A DIFFERENCE & BEING TRANSFORMED

I like working at Pleasant Manor because I like working with people. I enjoy serving the residents, and the people I work with are great. Pleasant Manor is bright and open so my work environment is a pleasure.

I love my job!

**Clara Duque Santos, Dietary Aide, Pleasant Manor**

I have been working at Tabor Manor for 12 years as a Dietary Aide. Working at Tabor is a huge part of my life. I love serving the residents and caring for them. Moving to the new building was a big change. It has been seven months and I love the open concept of the new build. I can see the residents doing activities and I sometimes join in. I even have a dancing partner! I am blessed to be a part of the Tabor Manor team.

Even when I retire, I will still be at Tabor as a volunteer.

**Jocelyn Knight, Dietary Aide, Tabor Manor**

## ON THE HORIZON

|         |  |                |
|---------|--|----------------|
| May 3   | Auxiliary Spring Tea & Bake Sale<br>10:00am -11:30am | Tabor Manor    |
| May 22  | Memorial Service 7:00pm                              | Pleasant Manor |
| June 14 | Heritage Day & Family Picnic<br>10am - 2pm           | Tabor Manor    |
| June 21 | Farm Day 10am - 1pm                                  | Pleasant Manor |

## VITAL STATISTICS - Waiting Lists

|                | Tabor Manor | Pleasant Manor |
|----------------|-------------|----------------|
| Apartments     | 755         | 580            |
| Long Term Care | 96          | 26             |

## THE SPIRIT IS ON THE MOVE

On February 27, the Tabor Manor Memorial Service was held. We remembered 22 residents and tenants who passed away. There were approximately 150 people who attended. Staff who shared put great effort and creativity into their presentations. Some who passed away, while at Tabor Manor had prayed to receive assurance of salvation.

**Don Middlemiss, Chaplain, Tabor Manor**

The season of Spring promises growth and renewal. As we enjoy this new season, may we also enjoy the opportunity of continued growth and renewal in our own lives – in our relationship with God and in our relationships with family and friends. John 10:10 states: "My purpose is to give them a rich and satisfying (an abundant) life." (NLT) May God grant you joy as you accept the life He offers! **Bryan Sweet, Chaplain, Pleasant Manor**