



# 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.



From left to right: Gayle Bussi, Convalescent Care Program Coordinator; Joyce Dryden, Convalescent Care Resident; Bonita Riehl, Director of Care

## MAXIMIZING OUR GROWTH POTENTIAL

We are very pleased to announce the start of the new Convalescent Care Bed Program in the Niagara on the Lake community to be run by Pleasant Manor with the recent admission of 5 clients. This program, located within Pleasant Manor's long term care home, will support 12 people from either community or hospital for a period up to 90 days, until they can return to their residence. More details about this exciting new program can be found on the next page.

## LEADERS IN CARE IN NIAGARA

Beginning in September, our management team will be embarking on a 10 month leadership journey designed to instill a culture of Principled Leadership into our homes and to develop managerial and leadership capacity necessary to navigate the complex and highly regulated environment of seniors care. Based on Stephen Covey's "7 Habits of Highly Effective People", we have a number of local leaders confirmed to teach and share their leadership expertise. Investments in our staff like this help achieve our vision and prepare our leaders to work effectively in the ever changing and evolving health environment.

## ORGANIZATIONAL PERFORMANCE & QUALITY IMPROVEMENT

Both homes have created Quality Improvement Plans (QIP's) for Long Term Care, Supportive Housing and General Operations, which can be found on our website, (under Resources/Quality Initiatives). Our decision to focus all QIP's on "Client-Experience" directly aligns with our core business - "relational service". Our quality initiatives for the coming year seek to enhance customer service in the areas of laundry and bathing, housekeeping, courtesy and helpfulness, our grounds maintenance, entrances, and education and training for staff and volunteers. We encourage you to read our QIP's.

## CONVALESCENT CARE BED PROGRAM

My name is Gayle Bussi and I am the new Convalescent Care Coordinator at Pleasant Manor. I'm enthusiastic about joining this team and I look forward to meeting everyone in person.

**What is the Convalescent Care Program?** This exciting new program is a collaborative project between Pleasant Manor, Niagara on the Lake Family Health Team and the Niagara Health System and began on Tuesday September 8, 2015.

Following surgery or serious illness, there are those who may no longer need in-hospital care but may not be ready to return home safely. The Convalescent Care Program provides 24-hour care to people who require specific medical and therapeutic services in a supportive environment, and helps residents recover strength, energy and functioning before returning home.

The Pleasant Manor Team includes a physician, Nursing staff, Nurse Practitioner, Central Community Care Access Centre (CCAC), Physiotherapist, Physio assistants, Recreational Therapy and a Dietitian. Each team member approaches activities of daily living and therapies with residents with the intention of maximizing their potential in order to return home. This is part of their convalescence and strengthening process. There is a program expectation that each resident will be an active and motivated participant during their stay.

**How do I access Convalescent Care?** A doctor, nurse-practitioner, hospital staff or CCAC Care Coordinator can discuss how an individual's needs can be met through the Convalescent Care Program, and make the referral. Applications are arranged through your local CCAC.

For Pleasant Manor, the arrival of Convalescent Care brings with it the challenge of embracing change – for staff, residents and the community. Staff will learn new skills as they assist residents with restorative care, and our local community will acquaint themselves with Pleasant Manor in a new way. We welcome the challenge, and are delighted to be able to serve our community through the Convalescent Care Program.

**Gayle Bussi, Convalescent Care Program Coordinator, Pleasant Manor**

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

I really enjoy my role in the Supportive Housing office at Pleasant Manor. The residents we serve are interesting people, each with their own unique personalities. The staff in Supportive Housing and throughout Pleasant Manor work well together. There is a good atmosphere in our department. It's a very busy place, and the days fly by.

I find my work very rewarding!

**Sheryl Janzen, Supportive Housing Program Assistant**

I feel a huge appreciation and a sense of fulfillment that is hard to describe. Being part of a team of dedicated and passionate women who are constantly using their creativity to "spice" things up at Tabor Manor has shown me how interesting life at a long term care home can be. I would like to thank all the staff because the past three months have felt like more than just a "summer job"; I have been in a safe and enjoyable environment. I would also like to thank every resident for their understanding and their willingness to teach me something new every day. I only have words of appreciation.

Thank you Tabor Manor for giving me the opportunity to meet great people and take beautiful memories with me.

**Carolina Rey Nassar, Therapeutic Recreation Student, Tabor Manor**

## ON THE HORIZON

|        |                                     |                |
|--------|-------------------------------------|----------------|
| Oct. 8 | Thanksgiving Banquets 12pm & 5:15pm | Pleasant Manor |
| Oct. 9 | Thanksgiving Banquet 12pm           | Tabor Manor    |

## VITAL STATISTICS - Waiting Lists

|                | Tabor Manor | Pleasant Manor |
|----------------|-------------|----------------|
| Apartments     | 915         | 685            |
| Long Term Care | 229         | 45             |

## THE SPIRIT IS ON THE MOVE

The Tabor community is sad to say farewell to summer chaplaincy intern Michelle Koop as she returns to Conrad Grebel to continue her Health Studies and Gerontology program. Her closing chapel presentation focused on "How does faith help us through life?" based on her many visits with seniors. Upon conclusion, a large card with many comments of appreciation was presented to her. This past month, a Mapleview tenant organized a sing-song for a couple in long term care, with about twenty family and friends participating. Though memories have dimmed, it brought tears to their eyes to hear favourite hymns circled by those who cared about them. **Waldo Pauls, Chaplain, Tabor Manor**

At the time of this writing I have been at Pleasant Manor for just over a month. Having worked primarily with youth and young families in my past, I had a fair amount of uncertainty as to what I would encounter. But God has been faithful. This new position has not only stretched my perspective on ministry but also opened me up to some amazing people and friendships. Their stories of determination and endurance because of God's faithfulness is inspiring. Truly I am surrounded by a great crowd of witnesses to a life of faith (Heb. 12:1). **Michael Dyck, Chaplain, Pleasant Manor**