



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.



Tim Siemens, CEO, receiving the AdvantAge Ontario Leadership Award at the April 2017 Awards Ceremony

INNOVATIVE GROWTH AND PARTNERSHIPS

On April 20, our organization was honored to speak at AdvantAge Ontario's 2017 annual convention on the topic of "The Evolving State of Seniors' Campuses: Where to Next?" Our Association's thrust this year is the need for government to support and facilitate seniors' campuses. Seniors' campuses can decrease the demand for Long-Term Care, improve service quality and responsiveness, as well as improve the overall quality of health and social well-being of seniors. Our experience at Pleasant Manor and Tabor Manor is that it works! Seniors are well supported in their own apartments through our Supportive Housing program. Seniors are participating in on-site Exercise and Falls Prevention Classes and congregate dining. We are proud of our campuses of care and the role they are playing to keep people healthy and well.

RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION

On April 21, Pleasant Manor and Tabor Manor received a very special honour from our provincial association, AdvantAge Ontario. Our CEO, Tim Siemens, was presented with the Leadership Award at the Association's annual convention. The award recognizes an individual who has demonstrated exemplary leadership in seniors care, in their local organization, in the greater community, and across the province. Tim was nominated by leading members of the provincial association who were excited to shine a light on his many achievements, including his work on the Board of AdvantAge Ontario, his involvement in many other boards and committees serving Ontario seniors, and his passion and advocacy for those he serves. In his acceptance speech, Tim recognized and thanked the Pleasant Manor and Tabor Manor team for "together creating an organization that is a leader of care in Niagara and the province of Ontario". Just last year, 18 members of our management group completed a ten month Principled Leadership Program, just one example of the dedication of our organization to increase our leadership capacity - not only for our homes, but also beyond our walls to serve the community.

SPECIALIZATION IN DEMENTIA AND PALLIATIVE CARE

Last week, the Ontario government announced \$100 million over the next three years in additional funding to expand dementia care and to support the implementation of a dementia strategy in Ontario. We understand that new supports will include expanding behavioural supports in all Long-Term Care Homes. This will be very much welcomed. We are very grateful to our employees, who, working in an environment where there is a high prevalence of dementia, are choosing to live out our values of love, quality, and excellence each and every shift. Any additional funding will help augment the great efforts of our staff. Keep up the great work!

Pleasant Manor and Tabor Manor are rebranding! Watch for the launch of our new brand identity and name: Radiant Care.

Coming Fall 2017

AN INSIDE LOOK AT THE “BUSINESS” OF PLEASANT MANOR AND TABOR MANOR

With a combined annual operating budget of over \$19 million, Pleasant Manor and Tabor Manor represent significant business. Over 320 employees count on these homes for their livelihood, and they serve over 600 residents and tenants who make this their home.

Homes they are indeed, but behind the scenes there is a daily hum of activity that keeps our homes operating smoothly and in compliance with all the rules, regulations, laws, and guidelines that govern our work.

As a Board of Directors, we take our responsibility to oversee the work of our management team very seriously, and we hold our CEO and senior staff accountable. Our Board is comprised of men and women chosen for their skills, experience, track record of leadership, and Christian commitment. Their combined expertise and passion for the mission of our homes has proven to be invaluable as they govern.

The Board of Directors is not the only body that scrutinizes the management practices of our homes. The Ministry of Health and Long Term Care, the Local Health Integration Network, as well as the Ministry of Labour, all have strict regulations that both homes must follow. Inspections happen without advance notice, and we welcome their scrutiny. They keep our homes operating at the highest possible level of safety, professionalism, and compliance with legislation.

To ensure that all our financial dealings are above reproach, we arrange for an annual audit by an outside accounting firm, and our Board reviews the finances of the homes monthly. The Canada Revenue Agency is another overseer of our business.

As a Board, we are very proud of the excellent reputation our homes have earned with the many government ministries and other agencies that we report to. The residents and tenants we serve are indeed in good hands!

Glen Unruh, President,
Pleasant Manor & Tabor Manor Board of Directors

“CONNEXIONS” - PEOPLE MAKING A DIFFERENCE & BEING TRANSFORMED

My story of working in these beautiful God-filled homes began at Tabor Manor, where I enjoyed worked as a Dietary Aide, serving the residents for 3 years before coming to Pleasant Manor. Here I have been given the privilege of working as Interim Nutrition Manager while I study. I am grateful to God for this opportunity. It is my joy and pleasure to serve our residents and staff, and live out God’s perfect will for my life. **Ginny Valko, Interim Nutrition Manager, Pleasant Manor**

As a Nutrition Manager, I am responsible to create nutritious menus and ensure staff members serve great food to the residents and tenants here at Tabor Manor. I am also the one who creates a positive experience at every meal, which is a task I take very seriously, and I’m grateful that I am able to do so each day. Tabor Manor has made me appreciate the life God has planned for me. Within a few months of moving to the Niagara region, this opportunity arrived and it has been a blessing. I have a supportive team who works towards the same goal: serving our residents and tenants daily with excellence, respect, dignity, and love, and I couldn't be happier. I would like to think I make a difference in their lives, as they do in mine.

Amélie Robert, Nutrition Manager, Tabor Manor

ON THE HORIZON

May 18	Memorial Service 7pm	Pleasant Manor
June 17	Farm Day 10am—1pm	Pleasant Manor
June 24	Heritage Day & Family Picnic 10am—1pm	Tabor Manor

VITAL STATISTICS - Waiting Lists

	Tabor Manor	Pleasant Manor
Apartments	1,137	786
Long Term Care	347	51

THE SPIRIT IS ON THE MOVE →

In Ezekiel 37, the prophet was transported by God’s Spirit to the middle of a valley of dry bones where he witnessed the transformation of those bones into living beings once again. We know that whatever situation we are in, God’s Spirit is at work in us to renew and restore as we yield ourselves to him. I find Tabor Manor to be a place of constant growth and transformation as we together seek to serve under the guidance of God’s Spirit and the capable leadership of our executive team and our Board. **Waldo Pauls, Chaplain, Tabor Manor**

In our chapel services at Pleasant Manor, we tend to follow the Lectionary calendar. As we move from the season of Easter into the season of Pentecost, we begin our celebration of the work of the Spirit in our lives—a focus beginning as the resurrected body of Christ now empowered by the Spirit to do the work of extending the kingdom of God. And I would like to think that God is still active by his Spirit in us. We are drawn from different backgrounds and histories, different cultures and traditions, yet we are being made into a family where we love and respect one another, and where compassion is practiced. Thanks be to God for his Spirit! **Michael Dyck, Chaplain, Pleasant Manor**