



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.



A moment of relational excellence

RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION

Hurray to our 322 employees for an 81% response rate on our annual Employee Engagement Survey, which was conducted in February of this year. Over 91% of our employees indicate they are happy, very happy or neither happy nor unhappy. Over the coming year, our focus, as reported by our employees will be on improving our leadership practices and staff involvement in planning and practice. Specifically, our employees are telling us they want to feel more appreciated through different forms of praise and recognition. This will complement well the ongoing quality improvement work we are doing in relational excellence.

INNOVATIVE GROWTH AND PARTNERSHIPS

On March 6, our organization was honoured to speak at OANHSS' Long-Term Care Redevelopment Forum for members who are considering redeveloping their Long-Term Care Home. The specific body of knowledge we shared pertained to communications plans and strategies that need to be considered with multiple stakeholder groups including staff, residents, tenants, volunteers & families.

SPECIALIZATION IN DEMENTIA AND PALLIATIVE CARE

Brock University student Jessica Burnison reports on the research she has been doing to not only complete her program of study at Brock, but to assist our organization in better understanding best practice approaches with residents in Long-Term Care who are actively dying: "With the aging population growing at an exponential rate, it's crucial for current health professionals to investigate best practices when serving residents who are actively dying. Through a literature and environmental scan, it was determined that performing Comfort Care Rounds is a best practice. Comfort Care Rounds are delivered on a one-on-one basis between nursing staff (PSW) and the actively dying resident. These rounds occur hourly during the day (7am—11pm) and every other hour during the night (11pm—7am). Visitation entails checking a resident's level of Pain, their Position, Potty, and Possessions (the 4 P's). This practice provides residents with a sense of security in knowing someone will be checking on them regularly. If effective, rounding is expected to reduce the rates of pressure ulcers, resident falls, and call bell frequency. Implementing Comfort Care Rounds enhances service quality to our residents amid busy staff schedules."

FOUNDATION LAUNCH

I am excited to introduce you to the Pleasant Manor and Tabor Manor Foundation. While both our homes have been the grateful recipients of donor generosity over many years, the establishment of a Foundation for both our homes reflects our one-ness as a community. The Foundation is focused on outreach, allowing people living here, as well as families and friends, to partner with our homes through financial support, prayer support and volunteerism.

On behalf of the Foundation, I have the pleasure of being able to meet with many of you personally, to share with you about the work of the Foundation, and discuss opportunities for your consideration that support our homes and enhance the quality of life for those living in both Pleasant Manor and Tabor Manor.

It is exciting to see the generosity of our donors translate into wonderful benefits for those living in our homes. It may be meeting the unanticipated need for new equipment that serves our most vulnerable residents. It may be the replacement of tired-looking furnishings in our lounges with new and inviting couches. It may be a special concert or added attractions at our summer social gatherings. All these projects are made possible by the donations of our supporters. Perhaps most significant, the Spiritual Life departments at both Pleasant Manor Tabor Manor, pivotal programs in the life of our community, are undergirded by your donations.

While I reach out in dialogue with you, I look forward to listening to you as well. Staying in touch with our community and hearing your thoughts on the needs of the future will greatly assist our organization and our Board as we plan and prioritize. The Pleasant Manor and Tabor Manor Foundation is a new platform for a productive partnership between our homes and the people we serve.

**Judy Willems, Director of Communications and Community Development,
Pleasant Manor and Tabor Manor Foundation**

“CONNEXIONS” - PEOPLE MAKING A DIFFERENCE

My journey started at Tabor Manor as Maintenance Supervisor, a very different field of work from what I spent most of my adult life doing. Coming into Long-Term Care working with seniors was something I wanted to do as I have lived with and continue to live with seniors in my personal life. Working here has had a great impact on me, in ways that are meaningful, rewarding and connected. It has given me the drive to want to do more and to make it work, especially from a maintenance perspective, and when I am able to do that, I desire no gratitude because it fills my soul to know I can be of service to someone and make their day better. I look forward to everyday as I know every day for me is very different yet rewarding.

Carl Lindo, Maintenance Supervisor, Pleasant Manor

I have worked for Tabor Manor for 4 months and previously at Pleasant Manor for almost 7 years. I can truly say that it has been a pleasure to serve so many wonderful people. I have seen examples of true love in how spouses care for one another in difficult times. I have seen love through the for better or worse and the 'til death do us part. I have seen true examples of Godly men and women sharing their love for Jesus and loving one another. I have seen men and women that have been examples of how to finish the race well. It has been a joy to serve the people that live at Pleasant and Tabor Manor.

I wish all the best for every one of you.

Wilf Giesbrecht, Maintenance Supervisor, Tabor Manor

ON THE HORIZON

April 8	Auxiliary Spring Bazaar 10-11:30am	Pleasant Manor
April 25	Tenant AGM 2:00pm	Pleasant Manor
April 27	Tenant AGM 4:30pm	Tabor 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	1,135	781
Long Term Care	347	58

THE SPIRIT IS ON THE MOVE

Spring is the season of new beginnings and that's just as valid in a senior's home as anywhere else. People look forward to seeing new growth in nature as well as in their relationships, experiences and spiritual perception. They enjoy the encouragement of Bible Studies, visits, chapels, and Sunday morning worship. One tenant described this season of life as a time to slow down and intentionally prepare for the next major phase – eternity. Praise God for that attitude of acceptance and anticipation of new things still to come. **Waldo Pauls, Chaplain, Tabor Manor**

Over this past year there has been an underground rumbling, of sorts, the result of lots of work being done here. Some has been visibly perceived (i.e. a change of personnel) while some has been more sensed. How long this will be, who knows? But perhaps we are being prepared for a great reveal at the end. Maybe a new build. Again, who's to say? It's not hard to find spiritual overtones in all this: God at work in our lives—sometimes seen, sometimes not. But constant and steady until that last day when all will be seen and all will be known. The Chaplain's work is to help others journey through this, accepting and allowing God's hand to move, and being grateful for his comforting presence. **Michael Dyck, Chaplain, Pleasant Manor**