

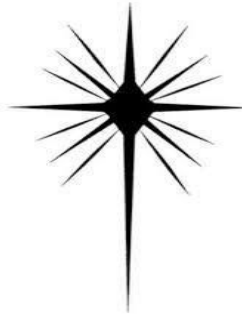
“Be the change that you wish to see in the world.”  
— Mahatma Gandhi

# SHARING THE VISION

Tri-County Mennonite Homes Monthly Newsletter

December 2014

*May the peace and hope of  
Christ's birth  
be with you in the days ahead...*



## A Christmas Message

To: The TCMH Residents, Client, Staff and Your Families  
From: Steve Lichty, TCMH CEO

A Christmas Message is often used by CEOs to reflect on what has been accomplished over the past year and to look forward to what will be accomplished over the next 12 months. I would like to do something a little bit different, and ask you to consider another aspect of Christmas.

Over 2,000 years ago, a weary man and his expectant wife were seeking shelter in a strange community. They went from door to door, knowing that the hour of the birth was near, only to be told that there was “no room at the inn”.

Can the Christmas story be interpreted as one of a missed opportunity? Think of all of the innkeepers who missed out on the opportunity, not just of a lifetime, but of all eternity, and never even realized it?

As we close out 2014, let's all use this Christmas season to reflect on what opportunities we have before us. Is it spending time with our families? Is it healing a strained relationship? Is it taking better care of our health? Is it using our time more wisely? Is it being more generous?

Let's all strive to make the most of the opportunities God gives us this Christmas season, so that we don't miss them and so that we can start fresh with renewed hope in 2015.

May you and yours be blessed! Warmly, *Steve*

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## Contact Us

Do you want more information about something in this newsletter?

Do you have a suggestion for a future topic?

Please send your suggestions, ideas, comments, opinions, questions and complaints to [stevelichty@tcmhomes.com](mailto:stevelichty@tcmhomes.com).

# What Do Our Aldaview Clients Really Want?

**Rooted in faith, Tri-County Mennonite Homes provides leadership in service to seniors and developmentally disabled individuals by dedicated staff and volunteers.**

In order to fulfill our mission more effectively, this year TCMH conducted a Family Satisfaction Survey with family members of our Aldaview clients. Overall, the results are very encouraging:

- 89% of clients' family members are very satisfied with Aldaview Services.
- 91% would recommend Aldaview Services to a family or friend.
- Staff are viewed as very friendly, respectful, and supportive of clients and their needs.

However, there are also opportunities for improvement. Communication with family members, and the involvement of family members in planning goals for the client, will be a major priority in the coming year. Other areas for improvement are increasing the clients' input into the menu and support for meal preparation, if the client desires.

The draft report and the data tables are posted at: <http://tcmhomes.com/Aldaview/links.html> .

## LTC Family Satisfaction Survey Updates

Greenwood Court and Nithview Community have each established a Task Force to respond to the findings of the Family Satisfaction Surveys for our Long-Term Care residents.

The first step for each Task Force was to select the priority areas for improvement in the coming year. A sub-committee is being, or will be, appointed for each priority.

The priorities selected for Greenwood Court are:

- 1) Snack Cart
- 2) Customer Service
- 3) Menu Planning
- 4) Activities
- 5) Laundry

The priorities selected for Nithview Community are:

- 1) Care at Home (nursing)
- 2) Living at Home (choices)
- 3) Enjoying our Home (activities)
- 4) Coming Home (admissions and orientation)
- 5) Home Cooking (meals)

The minutes of the Task Force meetings and of the sub-committee meetings will be posted on the Greenwood and Nithview websites under "Links":

- <http://tcmhomes.com/greenwood/links.html>; and
- <http://tcmhomes.com/Nithview/links.html>

## COMING EVENTS

### Elder Abuse - January 29, 2015

The Elder Abuse Response Team is a collaborative partnership between the Waterloo Regional Police Service and the Community Care Access Centre of Waterloo Region. Their mission is to prevent and respond to elder abuse by working in partnership with the community.

Their services include a seniors' drama troupe which raises awareness of elder abuse issues through plays and skits. They will be performing in the Nithview auditorium on Thursday, January 29th at 7:00 p.m. Everyone is welcome.

### Retirement Residents' Satisfaction Survey January 5 to 26

TCMH is committed to providing high-quality, resident-centred services. We will be conducting a survey of our residents in independent living, supported living and assisted living at Greenwood Court and Nithview Community. The survey will open on Monday, January 5th and will close on Monday, January 26th. Respondents can choose to answer on-line or on hard copy.

### Employee Engagement Survey January 5 to 26

There is a strong correlation between employee engagement and resident / client satisfaction. TCMH will be conducting the annual employee engagement survey from Monday, January 5th to Monday, January 26th. Help us to identify what we can do better.

## The Gifts of the Season: The Gifts of Service

Dave Hingsburger, M.Ed., is a well-known author, lecturer and counselor for people with developmental disabilities. Several years ago, Dave wrote an article for the December newsletter of Vita Community Living Services about “the gifts of service”.

The article is too long to reproduce in its entirety, but is well worth reading at: <http://www.thefamilyhelpnetwork.ca/wp-content/uploads/2013/03/sss-december-gifts.pdf>.

Here are some excerpts:

“Human services offer us the opportunity that few get – to begin to understand life, as lived, and the importance of even the smallest moment. As it is the holiday, this year-end article is going to look at some of the ‘gifts of service’ that are there, but for the opening, for all of us.”

“One of the distinguishing factors about working in human services is that we are, by the nature of the job, drawn into the lives of others. As we have come to understand that our job is to assist someone to live the life they want, not the one we determine for them, we are challenged to expand our understanding of the absolute breadth of the word ‘diversity’.”

“This morning I saw a woman become really upset because the hotel restaurant had, temporarily, run out of lids for coffee cups. She would be required to wait for five minutes for someone to go get more. She became angry. She blustered on and on and on about this ‘not being the service I expect’ and ‘this is just not acceptable.’ The poor waitress kept apologizing and apologizing and apologizing, you’d have thought she’d accidentally cut off the customer’s arm. This is not a problem. People, who work in human services, develop a real sense of proportion. Knowing what is and what is not a problem saves so much stress and so much grief. This one was saved for last because it’s probably one of the least spoken about, but most important, of the gifts we get from doing what we do. Seeing inconvenience as an inconvenience not as anything more is a lost art in these days of self-importance and self-involvement.”

“The goal of this article was to unwrap the gifts we get from the work we do. Human services involve work that requires growth, requires the receiving of gifts – even unwanted ones – from the work we do. At the end of every year, if we all discovered that something that happened over the year has changed us, has made us think about who we are, how we are and where we are, then we have grown. It’s part and parcel of the sheer joy of being paid to be part of the lives of other people. Being paid to be there at the big moments and the small moments that make up life. Being paid to simply ‘be’ with another ‘being.’ Over the course of this next year, remember to open the gifts that you are given.”

## The Best Job in the World

**“The best job is one where you enjoy coming to work each day, believe that your work is meaningful, and know that you are making a difference in the lives of others.”**



Do you like your job? If not, why not? What are you doing to improve it?

**“Be the change that you wish to see in the world.”**  
— Mahatma Gandhi

*“Aldaview Services’ dedicated staff and volunteers provide person-centred planning for people with developmental disabilities in an environment that fosters respect and independence.”*

*“Dedicated staff and volunteers of Greenwood Court provide personal support and service for residents and their families in ‘a Place to Call Home’.”*

*“Nithview Community provides comfortable homes where seniors experience life with dignity and respect, supported and served by valued staff and volunteers.”*

# ENERGY AND WASTE MANAGEMENT

**Warning: These Statistics May Cause Fear and Alarm; If so, please refer to 2 Timothy 1:7, Isaiah 41:10, or Philippians 4: 6-7.**

## Electricity

- The price of electricity in Ontario has increased by 65% over the last eight years.
- The price of electricity is projected to rise an additional 40% over the next four years. (<http://www.ontario-hydro.com>)
- In 2013-14, TCMH paid \$495,104 in electricity costs.

We are taking steps to reduce our electrical consumption, without affecting the quality of life for our residents and clients. Here are some ways we are responding:

- TCMH pays about \$165,000 per year for lighting. Although there will be significant capital costs to replace all of our light fixtures, by doing so we will cut our electrical consumption for lighting in half.
- TCMH pays about \$150,000 per year in electrical costs to operate our heating, ventilation and air-conditioning (HVAC) equipment. “Smart technology” will enable us to manage our electrical loads more effectively, in order to reduce the peak demands, which will result in lower costs.
- We are putting together a plan to reduce our electrical consumption each year, by at least enough to offset the projected increases in the costs of electricity in the coming years.

## Waste Management

Several years ago at my Aunt Lizzie’s funeral, my cousin gave a moving eulogy about how Aunt Lizzie had been so far ahead of her time in waste management. Long before it became fashionable to “reduce, reuse and recycle”, Aunt Lizzie did so.

Many of our residents share Aunt Lizzie’s beliefs and values on waste management and have voiced their concern about the amount of waste that we create. For example, Nithview alone creates over 130 cubic yards of waste in a typical month. We can do better—much better.

Over the next year, we will be implementing a waste management plan, to compost as much of our organic waste as possible, and to ensure that we are taking full advantage of recycling programs. By doing so, we will reduce our waste management costs, protect the environment, and demonstrate better stewardship of our resources.

## TCMH—The Next Fifty Years

In 1967, the Western Ontario Mennonite Conference appointed a study committee to investigate the possibilities of building a new Home for the Aged and selling its Nursing Homes located in Tavistock and Milverton. By 1968, delegates had decided to locate the new home in New Hamburg under a completely new charter and Tri-County Mennonite Homes (TCMH) was born.

While TCMH has grown significantly since then, our growth has not always been easy. However, the clarity of the original vision, the strength of our values, and the encouragement of our member constituency, has provided the energy and direction necessary for TCMH to fulfill our mission. As we prepare to celebrate our 50th Anniversary in 2018, we will need your help to plan for the next 50 years:

- Early in 2015, the TCMH Board will lead a strategic planning process and will be seeking input from our residents, staff, constituent churches, community partners, and other stakeholders.
- We will also be establishing a committee to plan our 50th Anniversary celebrations. If you are interested in serving on this committee, please contact any TCMH Board member or Steve Lichty.