

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

# SHARING THE VISION

Tri-County Mennonite Homes Monthly Newsletter

January 2015

## A Christmas Gift of Service

Santa Claus came to the first floor of Long Term Care at Nithview on Christmas Day.

This may not seem like a big deal; Santa goes to lots of places at Christmas. But this Santa on this day was special.

He was special because he did not fit the usual stereotype of Santa Claus. He was short, clean-shaven, and not overweight. This can be explained by the fact that Santa, also known as Owen, is only five years old.

Five-year old Owen, his eight-year old sister, Sadie, and their mother came to Nithview with their grandmother, Wendy, to give candy canes to the residents. It was truly a special experience to see the pure joy on the faces of the residents, as Santa and his helper handed out their small gifts.

The residents may have received the candy canes as gifts, but the greater gifts were for the staff. “Human services offer us the opportunity that few get — to begin to understand life, as lived, and the importance of even the smallest moment.” “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.” (David Hingsburger, M.Ed., Vita Community Living)

The best part of the day was hearing Owen and Sadie say to Wendy and their mother, “This was fun. Let’s do this again next year!”

Thank you, Wendy, for brightening the lives of our residents, while teaching two of our younger generation the joy associated with Gifts of Service.



***“Passing on the joy  
that comes  
from  
Gifts of Service”***

### Technical Production Problems

The January issue of **Sharing the Vision** was delayed due to technical problems. It is very challenging, technically, to print and distribute a newsletter before it is written. The fault lies with the editor.

### In This Issue

- 1) A Christmas Gift of Service
- 2) The Generational Divide for TCMH Residents
- 3) The Generational Divide for TCMH Staff
- 4) Classified Ads
- 5) Even More Boring Stuff

### In The Next Issue

- 1) Results of the Resident Satisfaction Survey
- 2) Results of the Employee Engagement Survey
- 3) Hamburgers or Burritos?
- 4) The Last Word

### 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).

# THE GENERATIONAL DIVIDE

## For TCMH Residents

There are four generations living and working at the divisions of TCMH. Most, but not all members of a generation have similar likes, dislikes, and attributes. They have had collective experiences, as they have aged, and therefore, have similar ideals. A person's birth date may not always be indicative of their generational characteristics but, as a common group, they have similarities.

Understanding differences between the generations is fundamental, in building an enjoyable environment for our residents and staff. For each generation, there are particular experiences that mould specific preferences, expectations, beliefs and life styles. Here is a brief description of each generation and the common traits of most of their members.

### **Silent or Traditional Generation (1900 to 1942):**

- Values the system over individual enterprise
- Values hard work, thriftiness, safety and security
- Expects loyalty and commitment
- Emphasizes traditional values
- Holds work values of conformity, consistency and uniformity

### **Baby Boomers (1943 to 1960):**

- Is idealistic; believes that they can change the world
- Is rebellious; questions the status quo
- Identifies with their jobs; equates work with self-worth
- Is less family-oriented than previous generations
- Believes that they do not have to grow old and sedentary

### **Generation X (1961 to 1980):**

- Defines themselves in opposition to their parents
- Is cynical, ironic, adept, clever and resourceful
- Manages independently and does not belong to any group
- Adapts well to change and is tolerant of alternative lifestyles
- Balances job and leisure time
- Tries to attain several goals all at once

### **Generation Y/Millennial Generation (1981 to 1996):**

- Is the most racially and ethnically diverse generation
- Is accustomed to structure, accepts authority, follows rules
- Is cooperative, likes being part of a team, enjoys group activities
- Is optimistic, assertive and positive
- Believes that they will be rich
- Thinks globally

We are witnessing a transition in the population of our residents, most notably with an increase in the number of Baby Boomers. Baby Boomers have very different expectations from the Silent Generation. How will we respond?

# THE GENERATIONAL DIVIDE

## For TCMH Staff

Many workplaces are seeing intergenerational conflict. Quite often:

- The Baby Boomers think Generation X needs a stronger work ethic.
- Generation X sees the Baby Boomers as self-absorbed workaholics.
- Both Baby Boomers and Generation X think Generation Y is selfish and self-entitled.

This is a complex topic, so this newsletter will focus on analyzing the conflicts that occur between our youngest staff, Generation Y, and our other staff. Baby Boomers and Generation X members should know that:

1. Generation Y members have a very different concept of career than previous generations.
2. Generation Y members can and will perform at a very high level, but they require a different management style than previous generations.
3. Most importantly, older generations should take the time to mentor and develop Generation Y staff, because they will be the ones taking care of you when you become a resident!

Let's start by looking at what motivates Generation Y:

- Generation Y is achievement-oriented.
- They want a solid learning curve to become better at what they do.
- Generation Y needs constant feedback, both positive and negative, but thrives on lots of positive reinforcement.
- They expect fairness and consistency from their employer and co-workers.
- They value teamwork and seek the input and affirmation of others.
- They are part of a no-person-left-behind generation. They have a much stronger social conscience than other generations.
- Generation Y is loyal, committed and wants to be included and involved.

Generation Y members do not like "command and control" management styles. They prefer casual and informal working styles, including the ways in which they interact with residents, clients, co-workers and managers. They have no hesitation to change jobs regularly and, unlike previous generations, they have no hesitation to quit one job before looking for another.

Generation Y has much to offer to our resident and clients and to their co-workers. How will the rest of us learn to adapt, to make our workplaces more welcoming?



### Frequently Asked Questions

- Q) Why does everything take so long?  
A) Please see sign on the left.
- Q) Why is everything changing so quickly?  
A) Please see graphic on the right.



## CLASSIFIED ADVERTISEMENTS

### HELP WANTED

#### Writers

Do you have an opinion? Do you think that you can write? "Share the Vision", the monthly newsletter of Tri-County Mennonites Homes, is seeking volunteers with significant life experience to submit articles for publication on the final page of each newsletter under the heading, "The Last Word". Any topic can be chosen, provided that it will be of interest to TCMH residents, staff and other stakeholders.

Please submit your article to:  
stvelichty@tcmhomes.com

#### Dining Companions

TCMH CEO and spouse seek dining companions to share a meal with, at the dining area of your choice, at Aldaview Services, Greenwood Court or Nithview Community.

Interested parties should contact Cathy Meidinger (519-662-2718, ext. 0) to make a reservation.



### BORING STUFF MIXED WITH INTERESTING STUFF

**Boring:** Greenwood Court has 1,197 pot lights.

**Interesting:** Several bulbs have fallen from these pot lights recently, creating a safety hazard. All 1,197 pot lights will be replaced with new LED lights over the coming weeks.

**Boring:** Nithview Community's parking lots have 27 lights that consume \$632 of electricity per month.

**Interesting:** The current lighting in the parking lots is inadequate and creates safety hazards for staff, residents and visitors. These lights will be upgraded, and supplemented with motion sensors, in the coming weeks to provide better lighting and to reduce the electrical consumption to \$29 per month.

**Boring:** Aldaview Services has a fleet of motor vehicles to transport clients. The model years of these vehicles range from 2004 to 2008.

**Interesting:** One new vehicle will be purchased or leased, in March, to replace an older vehicle. A policy will be implemented to replace one vehicle each year, to provide our clients and staff with safer vehicles.

**Boring:** In February, TCMH is implementing a Computerized Maintenance Management Program, to manage, track and improve our responses to maintenance requests.

### PUBLIC NOTICES

#### Contest

Nithview Community has pot lights that are identical to the ones that are failing at Greenwood Court. Although no bulbs have fallen at Nithview, these lights will also be replaced over the coming weeks.

#### Can you count (or guess) the number of pot lights that will be replaced at Nithview?

There will be a prize for the person with the closest guess (or more accurate count). To enter, send your count/guess, name and phone number to cmeidinger@tcmhomes.com (please note "pot lights" in the subject line) or leave a phone message for Cathy at 519-662-2718 ext. 0.

Contest closes March 1st!

#### Collective Agreement with Labourer's International Union of North America (LiUNA), Local 1110

The Collective Agreement between Nithview Community and LiUNA Local 1110 has been posted on the Nithview/Staff page of the TCMH web site: [www.tcmhomes.com](http://www.tcmhomes.com)

It is hoped that this will help to clarify responsibilities for scheduling and work assignments (Article 9.01) and the selection criteria for job postings (Article 11.08.e and g).