

"If you don't set your goals based on your Mission Statement, you may be climbing the ladder of success only to realize, when you get to the top, you're on the WRONG BUILDING." Stephen Covey,

SHARING THE VISION

Tri-County Mennonite Homes Monthly Newsletter

March 2016



"We tend to think that, in a traditional organization, people are producing results because management wants results, but the essence of a high-quality organization is people producing results because they want the results. It's puzzling we find it hard to understand, that if people are really enjoying, they'll innovate, they'll take risks, they'll have trust with one another because they are really committed to what they are doing and it's fun."

Peter Senge

Public Forums

Greenwood Auditorium

- Mon. April 11, 2:00 p.m.
- Tue. April 12, 7:00 p.m.

Nithview Auditorium

- Tue. April 12, 200 p.m.
- Wed. April 13, 7:00 p.m.

TCMH Strategic Plan 2016-2021

We know the results that we want. We want Tri-County Mennonite Homes to be:

- an exceptional place for our residents and clients to live; and
- an exceptional place for our staff and volunteers to work.

The most recent draft of our new Strategic Plan is included as an insert with this newsletter. We need your input! Do you agree with our new Mission Statement? With our Purpose, Vision and Values? Will the proposed Strategic Priorities produce the results that **you** want?

Whether you are a resident, client, employee, volunteer, family member, community partner, or other stakeholder, we encourage you to attend one of the public forums scheduled from April 11 to 13 and please let us know what you think.

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- 3) Energy Management (Really Boring Stuff) (pg. 4)

In the Next Issue

- 1) Giving Staff a Voice — Aldaview Services
- 2) Family Picnic for TCMH Staff and Volunteers
- 3) Altus Dynamics — What Is It and Why Should I Care?
- 4) Horticulture at TCMH

Contact Us

Would you like more information about something in this newsletter? Do you have a suggestion for a future topic?

Please send your suggestions, ideas, comments, opinions, questions or complaints to stevelichty@tcmhomes.com.

Giving Front Line Staff a Voice

There is a strong link between employee satisfaction and customer/resident satisfaction. How do we increase our employee satisfaction and engagement?

The most recent TCMH Employee Engagement Survey identified the following key areas for improvement:

- 1) **Improved communication** among supervisors and employees
- 2) **Increased flexibility** in staff schedules
- 3) **Greater understanding, support, and appreciation** of the work done by employees



The next several issues of “Sharing the Vision” will look at how each of our four divisions are responding to these findings. This issue focuses on Corporate Services.

Improved Communication

The three most important factors in real estate are “location, location and location”. The three most important issues at work are “communication, communication and communication”. Here are some of the things that Corporate Services has been working on to improve communication:

- Maintenance staff have asked that instructions include not just “what” to do, but “why” it needs to be done. For example, Residents’ Council often makes requests for the Maintenance Department to carry out some tasks. The simple step of posting the minutes of the Residents’ Council meeting in the Maintenance office enables the staff to understand the reasons behind the requests and then to act proactively to resolve similar issues in the future.
- Staff forums were held throughout January, to discuss the issues that management needed to consider when determining compensation issues. The feedback received was used to redesign the TCMH registered pension plan and to determine cost of living increases for the next four years. The proposed changes to the TCMH compensation were then reviewed at another series of staff forums in February, to give employees further opportunities for input.

Increased Flexibility in Staff Schedules

It was a difficult conversation to have with maintenance staff, to explain why they would need to begin working weekends. The conversation was made easier by permitting the staff to determine which scheduling model to use. Moreover, it did not need to be a permanent decision. After working with the selected model for several months, it could be modified, if the staff wished.

Greater Understanding, Support and Appreciation

Appreciation is a fundamental human need. Employees respond to appreciation expressed, through recognition of their good work, because it confirms their work is valued. When employees and their work are valued, their satisfaction and productivity rises, and they are motivated to provide better service to our residents and clients.

Managers are being encouraged to recognize the outstanding work that our staff do every day. It can be as simple as a verbal acknowledgement of a job well done, or a brief thank you card (or even a mention in a newsletter).

Are We There Yet?

Improving staff engagement is a journey, not a destination. Please take the opportunity to be “on the bus” for this journey and provide your input by talking to your manager, participating in forums, responding to future surveys, writing a letter to the editor of “Sharing the Vision”, etc.

PHONES, INTERNET AND CABLE TV

We are currently working to improve the options that TCMH residents have for phone, internet and cable TV services. This article is a status report on the project. It provides details of the decisions that have been made so far, as well as the issues that are still being researched.

Decisions Made to Date

- Currently, TCMH has a contract with Hospitality Network to provide telecommunication services at Greenwood Court and Nithview Community, but not all services are available to all of our residents. After the contract with Hospitality expires in June, all Greenwood and Nithview residents will be able to subscribe through TCMH for all of their telecommunication needs.
- A resident will be able to choose to subscribe to any or all of the TCMH phone, internet and cable TV services.
- The costs will be lower than a resident is currently paying under Hospitality, Bell or Rogers contracts.
- The options for cable TV packages will be at least as good or better than the options currently available through Hospitality, Bell or Rogers.
- The phone service will continue to use traditional “land lines” and will not rely on “voice-over internet” technology.
- Wifi internet services will be available for all residents in their homes and, for guests and family members, in the common areas.

Issues to Be Determined

- What impact, if any, will the new contract for Greenwood and Nithview have on the Aldaview homes?
- Will the new phone system be integrated with the emergency response systems (i.e. call bells)? There is technology available which allows the nurses’ station to use the resident phone as a two-way intercom with the resident, if the resident has pulled their call bell. This can assist the nursing staff to respond more quickly, with the appropriate equipment, supplies and expertise.
- What arrangements will be made for residents, who currently subscribe to another service provider, to switch to the TCMH plan with no financial penalty?
- Which packages of channels will be available with the cable TV service? (The recent CRTC regulation, changing the requirements for basic TV, has created a great deal of uncertainty in the industry. We hope that this will be clarified in the next few months.)
- Which additional features will be available for phone (e.g. long distance, call waiting, voice mail), and for cable TV (e.g. Personal Video Recording or PVR)?

These issues will be discussed at the Residents’ Forums scheduled for April 28th at Greenwood and April 29th at Nithview. Please come with your questions and comments!



ENERGY MANAGEMENT

(also known as “Really Boring Stuff”)

The December 2014 issue of “Sharing the Vision” discussed how the costs of electricity in Ontario had increased by 65% over the previous eight years and how costs were projected to continue to increase by 10% per year for the next four years. Subsequent issues provided information on how we are reducing our energy consumption by installing better lighting, replacing our mechanical devices with ones that are more energy efficient, and using “smart” technology to manage our electrical loads more effectively. This article focuses on “cogeneration”.

Q) What is “cogeneration”?

A) Cogeneration is the simultaneous production of electrical and thermal energy from a single fuel.

Q) Can the previous answer be translated into something that the average person can understand?

A) We will try. For TCMH, cogeneration means using natural gas to produce our own electricity, instead of purchasing all of our electricity needs from Festival Hydro and Kitchener-Wilmot Hydro. A by-product of this process is thermal energy, or heat. In the winter, we would use the heat to keep our residents warm. During the summer months, the heat would be used to provide hot water for our kitchens, laundry and baths.

Q) Is TCMH too big or too small for this type of project?

A) Thank you, Goldilocks, for that question. TCMH is just the right size. Cogeneration can be implemented at a range of scales, from large scale systems serving communities, to independent energy supplies for hospitals, universities and retirement communities. You may have seen, in your local paper, that the Huron Perth Healthcare Alliance will be implementing a similar system at Stratford General Hospital.

Q) Where will the cogeneration stations be located?



A) Since heat is not easily transported, facilities must be located near the end users. Thus, one cogeneration station will be located at Greenwood Court and a second will be located at Nithview Community. The precise locations are being determined through detailed engineering studies that are currently underway.

Q) How much will all of this cost? How much will we save in the long run? When will it be complete?

A) The detailed engineering studies should be finished by June, 2016. These studies will provide firm estimates of the capital costs and the savings in annual operating costs. The preliminary estimates show a pay back in less than five years. If everything goes well, the tentative completion dates are the spring of 2017.

