

"Just because nobody complains doesn't mean all parachutes are perfect."

Benny Hill

SHARING THE VISION

Tri-County Mennonite Homes Monthly Newsletter

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Hamburgers or Burritos?

Last year, TCMH conducted Resident Satisfaction and Employee Engagement surveys. Here are some of the comments from these surveys:

"With all the 'rules', Nithview at times does not feel like 'home'." (*Nithview Resident*)

"I am not permitted to make improvement to my job." (*Greenwood staff member*)

"I do not feel that I participate in decisions for my house." (*Aldaview staff member*)

How did we respond to these comments? We started by reviewing our management and leadership styles. The following is an excerpt from HRM Online that discusses changes that are occurring world-wide, in management techniques, to focus on the person rather than the process.

"Some analysts are comparing the transition to one from a hamburger to burrito. In the hamburger hierarchy, the management (bun) holds the patty (employees) firmly in place, whereas in the burrito structure, a thin layer of supervisors (tortilla) holds employees together, but also allows them some freedom and movement.

Analysts also argue that democratized work environments have clearer lines of accountability and as a result, can accomplish decision-making and execution more hastily. Some structure is still needed though, to provide feedback, offer advice and support, and ensure that divisions are properly aligned.

"Structure is less important in a burrito, but it is still necessary," said Les Heyman, cofounder and co-CEO of Chief Executive Organization Ltd. "Besides the thin, unobtrusive layer (the management), it needs a proper technique for rolling it up and holding all the ingredients (the employees) together."



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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 stevlichty@tcmhomes.com.

Giving Nithview Staff a Voice

Nithview has been working hard to instill a resident-centred culture throughout the entire Nithview Community. For this to be successful, front line staff in all departments must share in the vision and feel empowered to make changes.

“Excellence is the gradual result of always wanting to do better.”

-PATT RILEY

“The best way to lead people into the future is to connect with them deeply in the present. The only visions that take hold are shared visions — and you will create them only when you listen very, very closely to others, appreciate their hopes, and attend to their needs. The best leaders are able to bring their people into the future because they engage in the oldest form of research: They observe the human condition.”

(Harvard Business Review, January 2009)

The changes that have occurred and are occurring within Nithview may be imperceptible to some, but are very obvious to others. Here are examples of how staff in all departments and at all levels are sharing the vision of putting residents first and demonstrating leadership to make it happen.

- The BSO team is amazing. Their Virtual Dementia tours are educating staff, volunteers and others on what it is like to have a dementia. The “Sunshine Room” on the third floor is becoming a place of comfort for residents and a training resource for staff.
- “Resident-centred care” has become a topic of discussion amongst many front line staff. They hold each other accountable to provide the highest standard of care and to do the little things that mean so much.
- Housekeeping staff do much more than just keeping Nithview clean and fresh. They engage in conversation with the residents daily, taking genuine interest in their lives. They even come in during their time off to deliver a small but thoughtful gift, or to provide comfort in times of loneliness.
- Dietary staff do the little things to make every meal a pleasurable experience. Menus are being changed to provide the most preferred options. Service is cheerful and responsive.
- Recreation staff are devoting more time to one-on-one activities with residents, to make the experience as meaningful as possible. Pastoral staff are initiating Book Study and discussion groups to follow, in order to provide spiritual leadership in more intimate settings.

“LEADERSHIP IS NOT ABOUT TITLES, POSITIONS OR FLOWCHARTS. IT IS ABOUT ONE LIFE INFLUENCING ANOTHER” JOHN C. MAXWELL

QUOTATIONS ABOUT LEADERSHIP

“We have purpose in our lives when we go home, at the end of the day, knowing that we have made our residents’ day better.”

Paraphrasing a member of the Nithview nursing team.

“The most powerful leadership tool you have is your own personal example.”

John Wooden

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TCMH a Leader in Energy Conservation

Festival Hydro recently recognized Greenwood Court for excellence in energy conservation.

Joyce Penney, Executive Director of Greenwood Court, Luc Senecal, Director of Facilities Services and Corey Bowman, Maintenance Manager, are shown receiving the award on behalf of Greenwood Court.



Phones, Internet and Cable TV

We recently held residents' forums at Greenwood and Nithview to discuss the proposed changes to the telecommunications at TCMH. Thank you to the residents who attended and for the insights that you provided. This article is a summary of the main points, for those were who unable to attend.

- The key principle is "KISS" or "Keep it Simple Stupid/Steve".
- All residents of Greenwood and Nithview will have access to the same telephone, internet and cable TV packages, regardless of where they live in the continuum of accommodation. For example, if a resident of Nithview Village moves into the Nithview Tower or Long Term Care, they will be able to take their telecommunications service package with them.
- A resident can choose to subscribe to any or all of the telephone, internet and cable TV services.
- Wireless internet, or Wi-Fi, will be available in all parts of all buildings at Greenwood and Nithview. It will be free for residents and guests. Residents will have the option of purchasing internet service with more bandwidth as part of their package.
- We will continue to make a telephone land line phone available for every resident. There will be no charge for the land line phone if the resident chooses to have only a cell phone.
- Every resident will be able to keep their current phone number.
- Although not yet finalized, our objective is to have free long distance, across North America, included in the phone plan.
- We have found that it will be simplest and most cost effective to offer all residents access to the same cable TV package. Thus, every subscriber will receive over 300 channels, but at a lower cost than a basic package would normally be.
- Do you have more than one remote control for your TV, Netbox, PVR, etc.? Do you find it confusing to know which one works which device? With the proposed changes, a resident will need only one remote that will control all of their devices.
- Maintenance staff will be trained on how to set up and program all of the standard devices so that they can assist both new and current residents.
- TCMH will keep in stock additional Netboxes, PVRs, remote controls and other equipment so that a device that is malfunctioning can be exchanged quickly and efficiently.
- The implementation date is set for late June or early July.

Water Management at TCMH — WHY?

"We are committed to managing responsibly our financial and physical resources , while prioritizing respect for the environment." TCMH Strategic Plan 2016 to 2021



Canada is blessed with more fresh water than any other country on the planet. If we compute it on a per capita basis, with our sparse population, our water wealth reaches stratospheric proportions.

It seems ridiculous to suggest that there is a water shortage in Canada, particularly in the Tri-County area. We have fresh water all around us. We can easily drive to several of the Great Lakes, passing numerous rivers, streams and creeks on the way.

But should we be complacent? Water experts, as opposed to the general population, have seen the warning signs for years and have attempted, with little success, to get our attention.

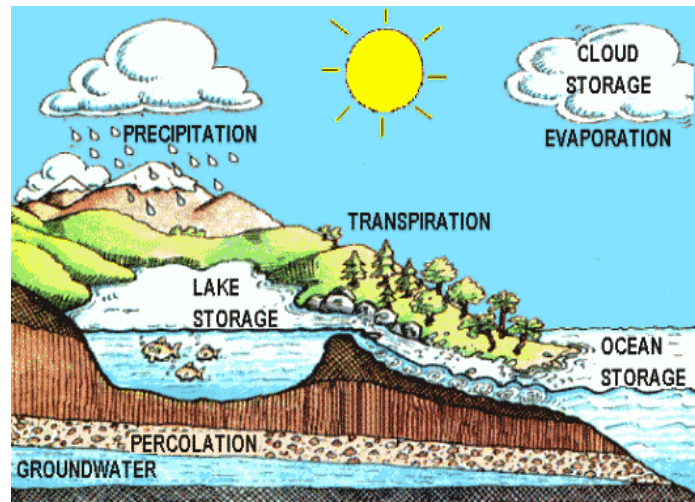
They point to the growing water shortages in the western half of North America and caution that there are early signs of future shortages in the Great Lakes basin. Why is this happening?

Do you remember studying the Water Cycle when you were in elementary school? Perhaps the illustration on the right will refresh your memory.

Growth in our population, industrial land use, and agricultural activities have caused increased demands for fresh water to the point that surface water is now fully utilized. The levels of our lakes and rivers have gone down, leaving us more dependent on groundwater in the future.

In addition, rising atmospheric temperatures have begun to drive changes in the rate and manner in which water is moving through the Water Cycle.

Wetlands absorb and store greenhouse gases and naturally regulate the atmosphere. Rising temperatures cause more evaporation, which can reduce the amount of wetlands that we have.



Per capita, Canadians are the planet's second-largest water consumers, behind Americans. The average Canadian uses 335 litres per day — more than double Europeans' usage. And Canadian water use is growing (by 25 per cent over the past two decades), while other developed countries, including the U.S., have seen consumption drop.

The next issue of Sharing the Vision will discuss what TCMH will be doing to help conserve water.

(Much of this article was taken from Robert Sandford's article, "An Unexpected Water Crisis", <http://reviewcanada.ca/magazine/2012/09/an-unexpected-water-crisis>)