

“You’ll attract the employees you need if you can explain why your mission is compelling: not why it’s important in general, but why you’re doing something important that no one else is going to get done.” – Peter Thiel

SHARING THE VISION

Tri-County Mennonite Homes Monthly Newsletter

September/October 2016

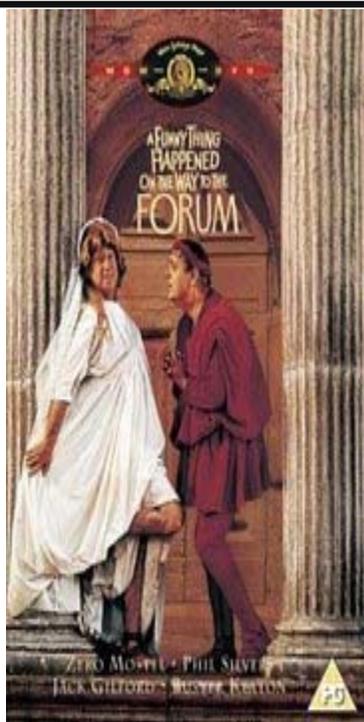
Residents’ Forums and Staff Forums

About two years ago, TCMH began a practice of holding forums for residents every three months. Initially, these forums were intended to be used to convey information from TCMH management to residents.

If you will pardon the pun, “A Funny Thing Happened During the Forums”. We found out that management learned even more from the residents than the residents learned from management!

Residents’ Forums are held the last week of January, April, July and October. We encourage all residents to attend whenever you can.

TCMH hosts forums for staff every October and April. We anticipate that these forums, held in New Hamburg and Greenwood, will become valuable communication channels for information to flow between staff and management. We appreciate seeing and hearing from you!



Satisfaction and Engagement Surveys

Why does TCMH conduct so many surveys? Because we firmly believe that there is a strong correlation between employee engagement and resident/client satisfaction.

The TCMH Satisfaction and Engagement Surveys are held as follows:

- *Employee Engagement Surveys* every second October in “even” years, i.e. 2016, 2018, etc.
- *Resident (Retirement and Independent Living) Satisfaction Surveys* — every fall “even” years, i.e. 2016, 2018, etc.
- *Family Satisfaction Surveys* every second October in “odd” years, i.e. 2015, 2017, etc.
- *Resident (Long Term Care) Satisfaction Surveys* every year in conjunction with Annual Care Conferences.

We appreciate the time that you take to respond!

In This Issue

- 1) Forums and Surveys — What, When, Where and Why (pages 1 and 2)
- 2) Forums— Lessons Learned (page 3)
- 3) An Invitation and a Challenge (page 4)

In the Next Issue

- 1) Employee Health and Wellness
- 2) The Health Care Landscape in Ontario.
- 3) The Developmental Services Sector in Ontario

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.

Resident Forums

Greenwood Court Residents Forum

Thursday, October 27, 2016

2:00 p.m.

Greenwood Court Auditorium

Nithview Community Residents Forum

Friday, October 28, 2016

2:00 p.m.

Nithview Auditorium

All residents and families are invited to attend these events at which quarterly updates will be shared.

Employee Forums:

Thank you to all who participated in the Employee Forums held at Greenwood Court on October 19th.

Employee Forums will also be held at Nithview Auditorium
200 Boullee St., New Hamburg

Monday, October 24, 2016

9:00 - 9:45 a.m.

1:15 - 2:00 p.m.

4:00 - 4:45 p.m.

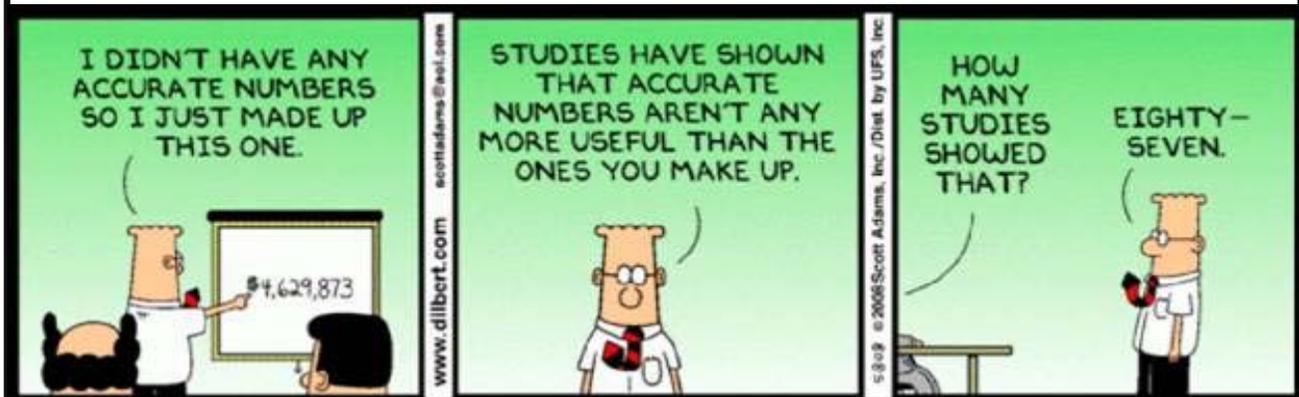
All employees are invited to attend any of the above forums, to hear general updates on happenings at TCMH and its divisions.

WHY?

BOREDOM ALERT! This article is based on academic literature and may cause drowsiness. Do not read while driving, operating heavy equipment, or caring for residents and clients.

How do we make all of our divisions exceptional places for our residents and clients to live and exceptional places for our staff to work? Numerous empirical studies have confirmed a strong correlation between employee engagement and resident/client (customer) satisfaction, because:

- Employees that interact with resident/clients are in a position to develop awareness of and respond to resident/client goals and needs.
- Satisfied employees are motivated employees; that is, they have the motivational resources to deliver adequate effort and care.
- Satisfied employees are empowered employees; in other words, they have the resources, training, and responsibilities to understand and serve resident/client needs and demands.
- Satisfied employees have high energy and willingness to give good service: at a very minimum, they can deliver a more positive perception of the service/product provided.
- Satisfied employees can provide resident/clients with interpersonal sensibility and social account (i.e., adequate explanations for undesirable outcomes).



So how should TCMH management leverage employee engagement into resident and client satisfaction? Here is how the Fortune 500 companies do it::

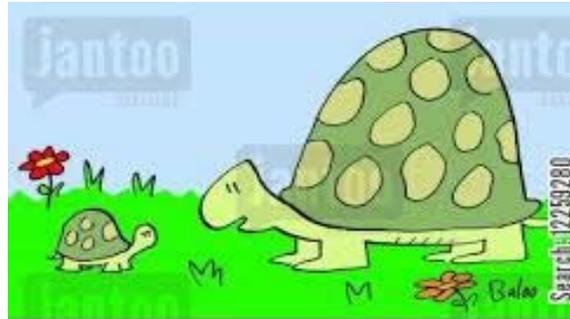
1. Identify root causes of dissatisfaction among employees
2. Conduct benchmark studies of best practices in selected other organizations
3. Develop employee satisfaction measurement systems that can be used corporate wide
4. Monitor employee satisfaction on a regular basis
5. View employees as the primary source of competitive advantage
6. Show concern for total employee well-being
7. Develop meaningful employee involvement and effective communication channels
8. Introduce managerial accountability for people management.



Regardless of the levers an organization chooses to operate, a basic step to achieving customer satisfaction is to understand customer (i.e. residents and clients) needs through research. Only when customer needs are well understood, can adequate service standards be set and the appropriate service culture developed and maintained.

Lessons Learned at Residents' Forums

1. Our residents have an extremely strong sense of community. Their care and concern for each other extends from a warm welcome, at the time of arrival, to a deep respect for the honour guards at the time of departure.



"You may disagree with me now, Son, but when you're 500 years old, you'll understand."

2. Our residents care about our environment. Perhaps because so many of them have lived through times of scarcity, they dislike waste.
3. Our residents appreciate "value" in every meaning of the word.
4. Our residents have a wealth of knowledge learned from life experiences. It is amazing to learn about the lives that they have lived and the wisdom they have acquired.
5. Our residents have innovative and creative ideas. We need to listen to their suggestions more often.
6. Our residents have great senses of humour. (Either that, or they are very polite when they laugh at our jokes.)
7. Our residents have high expectations, but also let us know that they appreciate what our staff do for them.
8. Our residents invite our staff into their homes each day and pay us to have the privilege of spending time with them.

AN INVITATION AND A CHALLENGE

This article is an abridged version of the meditation delivered by Pastor Kevin Peter Unrau at the TCMH Annual General Meeting on September 27th, 2016.

As a means of giving some focus to my comments this evening, I read over the report for this evening's AGM. The first piece that caught my attention was the desire to, "create a resident/client centred culture". The second piece was the TCMH Mission Statement, "*Making every day matter*". Please hang on to those two pieces while I read to you a story and then tell you story.

(Kevin then read "The Rabbi's Gift, which has not been reprinted due to space constraints. You can read it here: <http://www.community4me.com/rabbisgift2.html>.)

The second story happened to me personally when I was working as a Spiritual Care provider in a hospital. One day I walked into a patient's room, on a referral from nursing staff, and this patient immediately launched into an excited description of how great this hospital was and how great the staff were compared to his home town hospital. Given that this patient was having significant health complications, I was a little surprised that this is where he chose to start the conversation.

Intrigued, I asked him what he had experienced that made him so enthusiastic for the care he was receiving. He said that the nursing staff were great, treated him well and that he had seen one of the doctors say good morning to one of the cleaning staff in the hallway and greet them by name. And then he paused and got really quiet. Then he said, "I've worked in a hospital as a custodian for over 30 years and no doctor has ever greeted me, and I'm sure that none of them know my name."

I tell you these two stories as a means of extending an invitation and a challenge. My word of invitation is to continue to work on the culture piece. It is so important. All the buildings, programmes, policies and procedures mean nothing if they are not backed up by the culture created in these institutions. As the saying goes, "Culture eats strategy for breakfast." The Rabbi's gift was a shift in the culture of the monastery where the spirit of Christ that dwells in each person was recognized and honoured. What my patient identified in the hospital was a culture in which patient centred care was delivered in a context where everyone was recognized and mattered.

And here's my word of challenge to you. The current TCMH Mission Statement is "*Making Every Day Matter*". That's four words. I know these mission statements have to be very concise or they don't really work, but I've heard you're allowed six words. So my challenge is to add two words and put the people into the centre of your vision: *Making every person matter every day*. A culture of care may be client centred, but it has to extend throughout every relationship in the organization. It offers dignity, care and respect to every single person.

The short form of that is Loving Kindness. Kindness extends through all levels of leadership, management and front-line workers. And from there kindness surrounds the people who are at the heart of these communities: the residents – not only extending kindness to them, but inviting them to reflect that same kindness as well – both to staff and to one another. So a culture of client centred care is never just about the residents. It's about making every person matter every day.

That was actually Jesus' big skill. Every day of His life, He made every person He encountered matter. And He did this with loving kindness. When I read the Scriptures, I see Jesus making every person matter every day. So that's my invitation: keep working at creating that client centred culture, and my challenge is to do it with kindness, by making every person matter every day. May Loving Kindness shape our discussion, our discernment and our decisions and may God bless the work and the people of Tri-County Mennonite Homes.