

## MAKING IT MATTER

Happy Easter! and Welcome to Spring!

Since our last newsletter many significant changes occurred across TCMH and throughout the Province. Here at Tri-County, we have been working hard to keep pace with the changes and we are preparing for the next significant milestone — reopening in Ontario and in Long-Term Care. When the Province removes pandemic related Directives at the end of April, TCMH will maintain mask-wearing for all staff at all locations. We will also expect full vaccination for all employees and volunteers. Furthermore, TCMH will be reviewing expectations for visitors in light of provincial guidance, and working to ensure the best environment for all those involved.

As TCMH plans for the post-pandemic future, we will also be considering opportunities to re-imagine our services across the organization. The Pandemic has given us many things to consider for the delivery of services, including increased expectations based on new Provincial guidance. As we move to increased hours of care in Long-Term Care, per Provincial direction, Long-Term Care residents can expect to see changes in the way they receive services. Regrettably, the Province has not extended increased hours of care to independent living or retirement home residents, but we anticipate seeing changes in the provision of services for these residents as well.

### THANK YOU from TCMH CEO

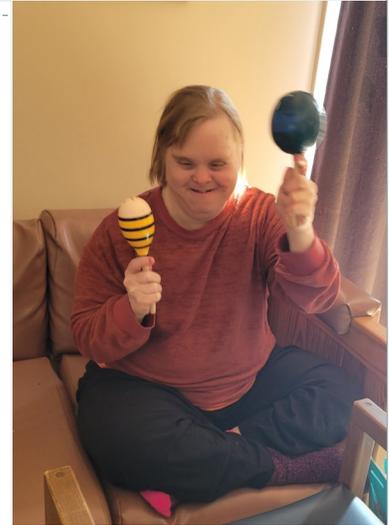
After two years of Pandemic efforts we are starting down the road to reopening and recovery. It has been a long journey, and one that was fraught with challenges for sure. We suffered losses, managed constant change, but moreover we persevered.

A public health crisis is just that — a crisis to the public's health. How we collectively work to resolve the crisis is key. Since the end of WWII, individualism is what we have become accustomed to. Individualism is also the inherent challenge we have collectively struggled to reconcile over the course of the pandemic.

For those who have stayed the course with us, thank you. It is hard to cast aside personal wants, but in doing so, you created a path forward for us all. The support you have shown everyone in the TCMH Community has not gone unnoticed. Your generous gifts of time and resources helped us *Make Every Day Matter* for the people who call TCMH their home.

The staff and individuals in our care recognize both the personal sacrifices and the struggles the pandemic caused. We thank you for your commitment and all you have done. As we continue together on the road to recovery, we will plan for our future and we will be stronger because of our experiences. We will do this together.

Things will not be the same, but every great milestone in human civilization was followed by change, and this will be no different. We are on this journey together and look forward to continuing to work towards our collective recovery.



## WELCOME ABOARD!!!

Hi! I'm Mark Coburn, and I'm very happy to have joined TCM Homes in March as the new Executive Director, Corporate Services.



I received my Chartered Accountant designation after spending a few years living in Wimbledon Village in England, which was only a few minutes' walk away from the tennis courts. I also have a Bachelor of Mathematics from the University of Waterloo, and I have previous experience working in healthcare, manufacturing, and insurance organizations.

I enjoy watching hockey and my favourite team is the Colorado Avalanche, dating back to their days as the Quebec Nordiques. I enjoy sports in general, especially Formula 1 and IndyCar racing, and I support the Buffalo Bills, Toronto Blue Jays and Manchester United. I am a fan of the Star Wars movies, and I like watching re-runs of Seinfeld and The Office. I have enjoyed doing some travelling over the years, and my favourite cities that I've visited are Prague, Monte Carlo, Paris, New York City, and Quebec City.

I look forward to being a part of the TCM Homes community and working with you in the future!

Hello Everyone – I'm Greg Nash and I'm the new Pastor for Nithview Community.



I come to Nithview from Heritage Seminary where I just finished my Masters of Divinity, specializing in pastoral ministry. I am passionate about life transformation through the power of the gospel and helping people connect with their faith. I have experience in counseling, mental health, geriatrics, youth custody facilities, and churches in the Orthodox, Baptist, Lutheran and Pentecostal faith traditions.

I currently live in Tillsonburg with my wife Olivia and our cat, Nana. Before living in Tillsonburg, Kitchener is where I called home, except for 2 years when I lived in Guelph. I am a great hobby enthusiast. I have so many hobbies it's hard to choose a favourite. One summer when I lived in Northern Ontario, I took up sailing. I really enjoyed that. Other hobbies include rock climbing, Lindy hop, archery, crocheting, reading, video games, weightlifting, swimming, tennis, squash and fishing. I'm really looking forward to the summer months when I can sit outside by a fire and enjoy backyard BBQs.

I am excited to be joining the team at Nithview and for the opportunity to meet & care for the residents.

### SERVICE OPPORTUNITY: TCMH BOARD OF DIRECTORS

TCMH is seeking new members to serve on our volunteer board of directors.

[Tri-County Mennonite Homes \(TCMH\)](#) is comprised of Nithview Community and Greenwood Court, two seniors' continuum of care homes, and Aldaview Services, a program supporting adults with developmental disabilities.

Our mission is simple: *Making Every Day Matter.*

**We invite you to consider being a member of our Board of Directors.**

We encourage applications from interested persons with backgrounds in legal, health care, social services, finance, fundraising and philanthropy, and capital project experience.

To request an information package for yourself, or to nominate someone else to serve, please contact Stephen Yantzi, Chair of the TCMH Nomination and Governance Committee: [syantzi@tcmhomes.com](mailto:syantzi@tcmhomes.com).

You can also find information about the TCMH Board on our website: <https://tcmhomes.com/volunteer-programs/>

# ALDAVIEW SERVICES: ADVOCATING FOR THOSE WE SUPPORT

BY: MELISSA PRITCHET

I have been working for Aldaview Services for almost eight and a half years, six of those years I have worked as the primary direct support role. After eight years, I can say the ladies I support are members of my family, and there is nothing I would not do for them.

The past few months have been particularly difficult with the loss of two of our family members. Their end-of-life journeys were very different in the sense that one fell ill and passed away in hospital very quickly and unexpectedly while the other involved more planning to help her have a peaceful and comfortable journey through end of life. From the moment I met them I had to gain their trusts to build relationships with them and their families. I had to earn my spot in their lives so that they could trust me to help them meet their physical, emotional, and medical needs.

Throughout the years I advocated for both individuals out in the community, at medical appointments, within their residence, and with their family. I even wrote a letter to Ontario Assistive Devices Program (ADP) to request they reconsider an application they denied. At the end of the day there is nothing I would not do to ensure my family is receiving the best supports, and that their voices are heard even though they may not be able to speak.

During end-of-life care, when a person is most vulnerable, advocating their goals and wishes is the most important. The palliative coordinator responsible for the individual we supported through end of life at home asked me: “what are her goals, and the team's goal for her”. I cannot even count the number of times I said I wish for 30 seconds where she could tell me with her words exactly what she wanted, so that we knew we were supporting her the way she wanted. In the end, keeping her home, comfortable, and surrounded by those who love her, was the most important to her family and our team. I worked with the palliative team comprised of physicians, PSWs, occupational therapists, dieticians, social workers, Aldaview staff, and her family; all were important in making her journey through end of life as peaceful as possible.

*Making Every Day Matter* is very important when advocating for others, especially during end of life. On the good days having an activity like sensory music or lights was important. Getting out of bed and spending time in the Snoezelen Room, a sensory space we created that includes lights, bean bag chairs, tactile wall puzzles, a blackboard and whiteboard, big screen TV, and musical instruments that encourages creativity, mind stimulation, and relaxation, made a big difference to the individual's experience during end of life. Enabling family and peers to come visit in person, or virtually, ensured the supported individuals had quality time for closure with their loved ones and friends.

Death can be very scary. Not everyone handles death well nor does everyone see death as a natural process that we all must go through. However, death can be very beautiful and peaceful when suffering is limited, and the person's goals and wishes are met. As sad as I am that I will not be able to spend more time with these two wonderful women, I am happy that I was blessed to get to know them, be part of their lives, and to call them family. I can only hope that they felt a similar glimpse of happiness having me in their lives. I know they made a big impact in mine. Two beautiful women, two beautiful souls — may you both rest in peace.



Denise Chiswell



Lee Ann Kerr



## TCMH OPERATIONAL AND FACILITIES UPDATE

TCMH is implementing a key fob system for many of the exterior doors. This key fob system will control door access and will keep a log of who is entering the buildings. Staff and residents will be given a fob that will open specific points of entry. The key fobs will be rolled out in phases at all locations. This new system will facilitate the move away from single point of entry that was required during the pandemic. Additional information and specifics about the key fob system will be available as the program is rolled out. Please stay tuned for more details about the key fob roll out.

Construction is nearly completed on the Pavilions at Greenwood and Nithview. Once the weather improves, the wood will be stained, the grounds will be cleaned up after the construction, and the pavilions will be available for use. TCMH plans to add furniture in the pavilions to make the space usable for sit-down gatherings. We are still planning to host a grand opening event for each pavilion, but we are waiting on the completion of the project before we can plan for these events.



In response to security issues at Nithview Community, TCMH will be installing video cameras for exterior doors and parking lot surveillance. Once the cameras are installed, we will have a full view of the TCMH property at Nithview. We hope this will reduce and prevent theft and vandalism on our property. If the security cameras are successful, TCMH will consider whether cameras are needed at our Greenwood and Aldaview locations as well.

Aldaview Services has a renovation project that is nearly complete. Once completed, the Home will have space for 6 residents, increasing the number of people served by Aldaview. All the furniture and appliances are ordered and will be delivered soon. It is an exciting time for Aldaview! With gracious support from Shantz Mennonite Church, who donated to the renovation project, Aldaview Services is growing to meet community need. Stay tuned, as there is more excitement planned for Aldaview in the coming months.



Over at Greenwood Court, an unexpected delay with the flooring contractor means the Colonial Dining Room will not be renovated for new flooring until late April. The flooring was originally planned for the last week of March, so this project is only slightly delayed and will be completed with limited disruption to meal service for the LTC residents. Greenwood Court will also have part of its roof replaced this year. Work is expected to be start in May and will be a full replacement of the roof on the Heritage Unit.

Lastly, the Maintenance Team has some new faces. At Nithview Community, we welcome Jamie and Norm. At Greenwood Court, we welcome Bill D. If you see the new Maintenance guys around the properties, make sure to stop and say hello. They are all friendly fellows who would be happy to meet you.

## GREENWOOD COURT VIGNETTE

Greenwood Court has many memorable residents, all of whom deserve mention because they are funny, caring, and considerate, and members of our community. However, we would like to introduce you to Greenwood Court's eldest resident, Erna Scholz.

Erna is 101 years young!

She was born in England, and got to meet the Queen when she was still Princess Elizabeth. Erna's most prized possession is her letter from the Queen to commemorate Erna's 100<sup>th</sup> birthday.

Erna celebrated her 100<sup>th</sup> birthday during the first year of covid. Thankfully her family was able to come and celebrate, but everyone had to wear masks and stay 6 ft apart. It was tough for Erna, but she made the best of it. This year, Erna will be 102 in August, and she hopes she can have a party again this year.

Erna's favourite thing to do at Greenwood Court is to participate in Rec Programming. She likes crafts and food activities where she has fun first by making then by eating the fun treats. Erna really likes 1-1 music therapy,



but she also likes to listen to people singing and playing instruments. When the weather is good, Erna likes to take a stroll around outside so she can see all the flowers and enjoy the weather.

Erna does not read many books anymore, but she likes romance movies. Her 2 favourite movies are *Titanic* and *Gone with the Wind*.

Maybe Erna likes Romance movies because they remind her of her own romance. Erna's favourite memory is how she met her husband and moved to Canada to start a life together. She recalls how meeting her husband and

moving to Canada was the greatest adventure of her life! Together, they would explore all that Canada had to offer. Since her husband passed away, Erna takes joy in her family and granddaughter. They bring laughter and smiles into Erna's life.

Here at Greenwood Court, we are so proud that Erna is our resident. She keeps us all on our toes with her wit and humour, and Greenwood Court would not be the same without her.

*"The longer I live, the more beautiful life becomes."  
- Frank Lloyd Wright*

## NITHVIEW COMMUNITY NEWS

At Nithview LTC, residents are enjoying spring recreational programming. During March, we celebrated St. Patrick's Day with Shamrock Shakes from McDonalds — delivered to residents using the redecorated ice cream cart! The residents loved it. They also painted and made crafts for the occasion. Some of the paintings are reusable — the pictures are printed on special paper. Residents paint with water to make the colours appear and when the water dries, the colours disappear making the painting reusable.



Other news of note, Nithview Community has seen some changes in leadership. We welcome a long-time familiar face from Nithview into the role of Executive Director, Stacey Zehr. Stacey worked for TCMH for many years, starting as a direct support worker at Aldaview before moving into Seniors Care. We are pleased to have Stacey at the helm for Nithview. Another staffing change to note is our new Director for Retirement and Independent Living, Candi McGraw. Candi is taking over Stacey's former role and is the contact person for all Independent living apartments and garden homes.

## THE AMAZING INDIVIDUALS IN OUR CARE

Here at TCMH, we believe in helping the individuals in our care achieve their fullest potential by meeting their social, physical, and emotional needs.

