

“The good news is that every morning we have the choice; not to be controlled by circumstances nor our past but by purposely designing our day, hence our lives, better. Not to react to life but to respond with love.” — Bernard Kelvin Clive

SHARING THE VISION

Tri-County Mennonite Homes Monthly Newsletter

Summer 2016

Giving Greenwood Staff a Voice

As part of the process of establishing a person-centred culture, Greenwood Court has modified their mandatory training programs to include this question:

“You have experienced a life altering event resulting in your admission to Greenwood Court Long Term Care tomorrow. What is one thing you would like to see changed prior to moving in as a resident?”

The responses have been impressive. They include:

- Be able to have my pet with me; have more pets.
- Keep me as active and able bodied as possible; enhance physio and restorative care.
- Respect me as a person; respect my privacy.
- Get to know who I am as a person, so that you can give me better care; know what I can do and what you need to help me do.
- More food choices; different types of food; use of show plates.
- Provide access to a social worker.
- Have more volunteers to spend time visiting with me.
- Let me sleep in; do not wake me up; help me when I am ready to get up.
- Take more time with my care so that you can talk to me; have it be a social time, not a task.
- More personal time with me and less routine.
- One-to-one time with a staff member on the day of admission, to welcome me and show me around.
- More activities.
- Create a stronger sense of community.



Thank you for your input. Greenwood management looks forward to working with you to implement your ideas.

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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.

What is a Person-Centred Culture?



Why do people choose to live where they live?

Why do people choose to work where they work?

How do we make all of TCMH divisions exceptional places to live and to work?

It may or it may not surprise you to learn that the answers to all three of these questions are the same. Here are the four factors that influence a person's decisions, and impact their satisfaction or dissatisfaction with their choices.

Survival: At the most basic level, we all need a place to live, and a job, in order to survive. We need a roof over our heads, to protect us from the elements, and for most of our lives, we also need a regular pay cheque to buy groceries, pay the mortgage/rent, save for retirement, etc.

Safety/Security: If we are merely surviving, we do not have much quality of life. We want more. The second thing that we seek is safety and security. As residents, we want management to keep our homes safe, by fixing faulty electrical fixtures, resolving trip hazards, and preventing abuse and neglect. As staff, we want to work for an organization that avoids layoffs, adheres to Health and Safety requirements, and deals with bullying and harassment in the workplace.

Social: Being able to survive in a safe and secure environment is nice, but it is still not enough. The next element we crave is a pleasant social environment. We want to enjoy the company of the people who live and work in our "home". It should be noted that the organization has the primary responsibility for creating a safe and secure place for us to live and work. However, the residents and staff have the greatest impact on the social environment. If I am grumpy and nasty, it will have a negative effect on everyone around me. I should not hold my colleagues and neighbours to a higher standard than I hold myself.

Self-Esteem: We can be perfectly happy living and working in a safe and secure place with other people whose company we enjoy. However, there is one final element that will bring the greatest satisfaction and fulfillment — self-esteem. How do we acquire self-esteem?

For staff, self-esteem comes from a belief that our job is meaningful. We go to work each day feeling that we can make a difference and we go home every night feeling that we did make a difference. Some of the things that we do may seem minor, like spending a few extra minutes in one-to-one conversation with a resident or client, but collectively, these "small" things make life better for everyone around us.

For residents, self-esteem comes in different ways. One way is the knowledge that we are respected by everyone, regardless of different abilities that we may have. Another way is to contribute to our "community" by volunteering in a formal capacity, lending a helpful hand in informal situations, or finding some other way to show respect, concern and love for our neighbours.

In other words, we are happiest and most fulfilled when we are "Making Every Day Matter".

An excerpt from
Trudeau vs The Cable Guy

BY [DAVID AKIN](#), PARLIAMENTARY BUREAU CHIEF. TORONTO SUN, SATURDAY, JULY 09, 2016

OTTAWA - He may be the leader of a G7 country but when it comes to hooking up the TV and Internet at his home, Justin Trudeau still has to deal with The Cable Guy.

Documents obtained by the Sun show that, in fact, it took more than 30 days and 37 bureaucrats from multiple federal agencies, including the RCMP and the PM's national security advisor, to get the TV working when the Trudeaus moved into their official residence.

The bureaucrats first set their mind to Trudeau's TV service on Oct. 28, 11 days after the Liberals won their surprising majority victory. Since the prime ministerial residence at 24 Sussex Dr. is badly in need of a renovation, the Trudeaus had decided to make their official residence on the grounds of the governor general's residence, at a place known as Rideau Cottage....

Then the bureaucrats discovered what many everyday Canadian families have discovered when they try to make changes with their TV provider....

(Details deleted because of space constraints, but the conclusion is:)

....And so, more than six weeks after he became PM, Trudeau and his family returned home, settled in and unwound at the end of the day with a little tube time.

The plan's details were blacked out by government censors but an invoice shows the cost for TV and Internet at both Rideau Cottage and Harrington Lake would be \$4,577.21 for the year, or about \$380 a month.

TCMH vs The Cable Guy

We may not have the status of the Canadian Prime Minister. And we definitely do not have access to the resources of multiple federal agencies, the RCMP and the PM's national security advisor. But we are pleased to announce that we will finally be able to provide residents of Greenwood Court and Nithview Community with better access to cable TV, phone and internet services.

A summary of the options and costs is provided below. Installation will commence in August. Please direct any questions to Luc Senecal (lsenecal@tcmhomes.com).

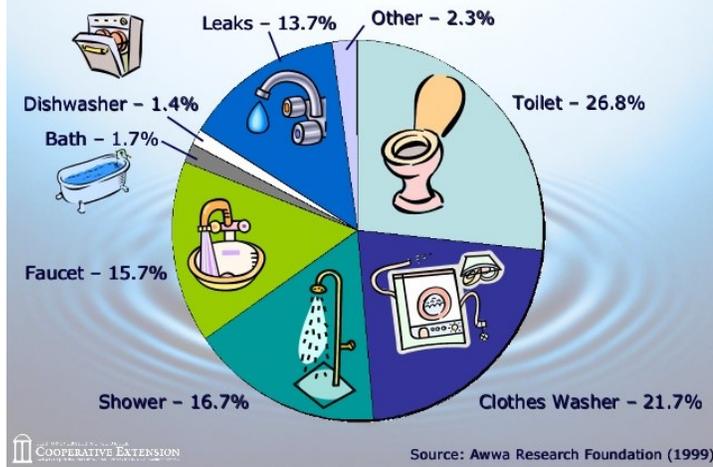
P.S. Please do not tell the Trudeaus that you are getting a better deal than them.

Service	Cost per Month	Notes
Cable TV	\$60	Over 300 channels, similar to the Rogers VIP package.
Phone Line	\$20	Residents will be able to keep their current phone number.
Phone Features	\$4 each or \$8 for three	Call Display, Call Waiting, or Free Long Distance within Canada and the United States.
Internet	\$40	Unlimited use. (Not available immediately in Nithview Village)
Bundle	\$125	Residents can choose any of the options above for the costs quoted, or all of them for the discounted bundle price.

Water Management at TCMH — HOW?

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

Residential Indoor Uses of Water



An average home wastes 13.7% of its water through leaks. A leak of only one drop per second wastes about 10,000 litres of water a year — enough to fill 85 bathtubs.

We all know water is essential, but too many of us think of it as unlimited. The reality is that fresh water is a finite resource that is becoming scarce. Many parts of the world are facing drought.

The easiest, most cost-effective and powerful thing we can do, to protect and preserve water, is to learn to use less and to use it wisely.

Over the next few years, we will be making a concerted effort to reduce our water consumption. Here are some of the steps that we can take:

Steps for TCMH Maintenance

- Install low-flow shower heads.
- Install low-flush toilets.
- Fix leaks, wherever they occur.
- Conserve rain water for use in watering gardens, etc.

Steps for Residents and Clients

- Advise Maintenance of any leaks in your home.
- Keep a jug of drinking water in the fridge rather than running the tap and waiting for cold water.
- Only run the dishwasher and washing machine when there are full loads.
- Turn off the faucet while brushing your teeth.
- Take shorter showers.
- Wash your car with a sponge and bucket, rather than a hose or pressure washer.

**We Do Not Inherit the Earth from Our Ancestors;
We Borrow It from Our Children.**

Wendell Berry

Did you know?

Average indoor water use in a typical single-family home is **70 gallons per person per day**

