

# Team Member Appreciation Program

March 10 2020

## **KAREN:**

WELCOME Team members, Family members and Board Members to the 7th ANNUAL TEAM MEMBER APPRECIATION TEA. This year we will be honoring 48 team members who have worked at Menno from 5 to 35 years! This is an accumulation of 505 years of service!

We are also recognizing those with Excellent Attendance as well as the special awards for Safety Champion, Creative Solutions and Living our Values.

When we gather together in this way to celebrate our success, we are reminded of the incredible privilege it is to share our skills, our hearts and our lives with the residents and their families. Our staff are the heart of Menno Place – and many of you have been “caught in the moment” this year. Throughout the year, managers and family members have shared with us the outstanding moments that you have had as you have lived out the SERVICE values of Menno Place. We also log compliments and cards from Family and Residents in Worxhub to keep a record of the good work that is appreciated by those we serve.

This year, we recorded **127 compliments** from family and residents are recorded in Worxhub.

**We know this only scratches the surface of what you are all doing to serve residents each day. It doesn't really tell the complete and powerful story of how you work to serve, comfort and care for residents and their families each day – and yet, it tells us something – it tells us that people notice the skilled, kind and compassionate care their loved ones receive here at Menno Place.**

**Here are some examples of what is being said about the Menno Place Team:**

Thank you to the **Menno Home staff** for providing our family with great comfort during mum's last days and at her passing. The dignity that was shown was truly appreciated by our family.

**Open House Apartments** - A person who was touring in our Apartments open house said, "Your grounds and gardens were very interesting and extensive. What a pleasant surprise. A most calming and comfortable environment to live within!"

A nervous resident approached the **Terrace East receptionist, Claire**, asking if she could help her operate her shower. She had not showered for nearly a month because she couldn't figure out the taps. She told Claire that she was very nervous to ask about it but decided to take the risk because, "I know you are gentle, so I thought it would be okay. It is okay."

A resident moved from Hospital to Home. Her spouse dropped by **Garry Janzen, Life Enrichment Coordinator's** office. He was thankful that his wife was adjusting so well to the move and thanked the staff for their excellent service.

Every time we visited mom in **Menno Home E1**, she said, "thank you for bringing me here to Menno. They take very good care of me." She lived here for 9 years.

I say this often, but, "thank you for all you do for my dad." – a daughter speaking of **Menno Home E2**

A daughter shared how much she appreciates the staff on **Menno Hospital E2**. From the care to the personal love and attention, we appreciate you so much. Both mom and dad live together here.

I want to say a big thank-you on behalf of my family for all the loving care you provided for my mother on **E1 Menno Home**. First and foremost, thank-you for giving our mother the opportunity to die in the comfort of her own room. You provided her with excellent care and met all of her physical and spiritual needs with kind and compassionate care.

**On Hospital W2** - Thank you to the care staff for their compassionate care. While all the staff were great, we were especially touched by the incredible empathy and

love of Charlotte and Jessica at such a difficult time. May God cover you with all His Blessings.

To the whole team at **Menno Hospital** - The Ida you met was not the Ida we knew and loved as our mother. She changed and it was difficult. Thank you for all your care and we appreciate all the efforts you made to make her time here as enjoyable as possible.

At the **Home Chalet**, a resident's daughter called for an update on her mom. After the update, she said that she is very happy with her mom's care and said that her mom is much happier since being here – she is even better than when she was at home.

To the **W2 Home "Honey Bunch"** – Doris lived on W2 for 7 years. She changed when she came into care on W2 – from anxious and angry to knowing she was loved and loving the care team back. This love was incarnated in the many kind comments staff wrote in their sympathy card and by the two care aides who attended Doris' graveside service.

**To the Menno East 1 Hospital team – Heather, Shaun, Frank, Laura, Michelle and Jas** – you instantly come to mind as people whom I want to thank for such great care of my mom, Jean. Their constant kindness and patience are impressive. Heather's happy and gracious spirit has often encouraged me when things have been heart wrenching with my mom. Given that there are many new care aides, I often don't know their names, but value that they, too, are patient and kind.

**Menno Place – the team at Menno Place "walk their talk"** says one daughter who has moved her mother through levels of care. Everyone helped to find the right spot for my mom.

**Menno Place Resident Orientation** – from Terrace East to Menno Home, everyone they meet here increases our confidence in the Menno Place team. "There is a new layer of confidence added with each person that we meet. Thank you."

**To the team on W2 Home** - Thank you for taking such good care of mom. You were always patient with us when we struggled.

**Trudy from Recreation** takes the time to encourage and ask my husband if he would like to be involved. He is content and doesn't often participate. Trudy is a gem of a person and fabulous in how she interacts with my husband.

I feel very connected and thankful for the staff. They feel like family. **Gabby, an LPN** is especially close to me. I am here everyday and can see what is really happening. There is love for the residents and an amazing team of people working at **W1 Home**.

The most valuable feedback we get is from what our mom relays to us about living at **Menno Hospital E2**. She is detail oriented and very particular about what and how her needs are being met. The amazing thing is you ALL are meeting her expectations! That's incredible and not easy to do. Every person who cares for Evelyn brings a positive experience for her. You have very high standards and are always working towards keeping everything the best possible! We have nothing but thanks.

My mom and dad lived at **Terrace East** for 15 years. Thank you for the way you were consistently kind and professional with my mom's care in the last months as her health declined. Thank you for your patience with us as we navigated these changes. Thank you, in particular, for the past 10 days as she returned from hospital. You have shown her much kindness with many extra visits to her room and to the toilet, to give blankets and to give comfort. You speak kind words to her. You are all so very appreciated!

It was a gift to be by my mom's side as she crossed the finish line to her eternal home on Sunday afternoon, fulfilling the deepest longing of her heart. We have been so grateful for the care she received in **Menno Hospital for 3 years and before that, Terrace East**. Thank you to the chaplains for your faithful support, visits and spiritual care. You model such beautiful compassion and support.

At the **Family and Friends Dinner** for family members of loved ones in Home and Hospital – "It was so encouraging to meet the staff and caregivers and feel connected. Seeing the vision and forward thinking and ideas that are outside the

box from 'traditional' hospital thinking was great. What a delight and encouragement! Thank you all for all the work you are doing. Your care is visible."

Mom is very happy in her new home in **Terrace East, Assisted Living**. We all have confidence that she is safe and doing well. She spends her time knitting and has knit over 100 afghans for the homeless since she's moved in.

During mom's final day, many of the staff at **Menno Home W2** – from the cleaning crew, meal crew and care aides, took a moment to give mom a hug and love. I cannot express how much I appreciated this. It was a gift like no other.

**Menno Hospital East 1** - I feel very positive in all areas of mom's care. I am informed any time something is happening – big or small – or if something has changed. I am very happy. The caregivers are amazing!

#### **Some families had short snippets of thanks...**

"Thank you doesn't say enough"

So many thanks and blessings.

Each of you was a unique God-gift to our dad and to our family.

Take care of yourselves and thank you for taking care of dad.

We've seen mom's health improve and she is walking. She appreciates the care.

We can see from your comments that mom had a very special place in many of your hearts and that means the world to us.

You are helping us to travel this difficult journey – this means so much.

#### **And finally...**

A standing ovation for the remarkable team in **W2 at Menno Home**. Your patience, empathy and incredibly strong work ethic is truly a blessing. I feel so fortunate that my dad and mom are in such good hands – especially as I live in another province. From the bottom of my heart, thank you.

#### **And that, team, is the heart of Menno Place.**

We know it, we feel it, but sometimes we forget how much it means when we do a little extra, listen a little longer and extend a heart of empathy and care.

Thank you for all you do to make this heart beat at Menno Place!

**Karen introduce BOARD MEMBERS IN ATTENDANCE:** Gerd Bartel

Introduce Board Members in Attendance for comments

Explain how the greeting will go.....

**JEANETTE:**

This is a time to celebrate significant milestones in your years of service at Menno and to recognize those who have gone the extra mile in their work where others have recognized it. We hope you all feel appreciated for the work you do at Menno – therefore we are all taking part in this celebration with the wonderful goodies the Dietary Staff have prepared for us – Thank you to Dietary for this contribution as well.

Now we will be honoring those with their Service Awards. When you hear your name, please come up the ramp, tell Pearl your name. Gerd Bartel, MBS Board Member and Karen Baillie, our CEO are here to congratulate you. Then please stay at the side here until all the staff in your service year are called and we will take a picture.

We will start with those with Excellent Attendance....

Now we will honor those with their Service Awards, starting with 5 years.

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There are 23 team members who are celebrating 5 years of service at Menno Place..... read names slowly.

There are 12 team members who are celebrating 10 years..... (read names slowly)

There are 6 team members who are celebrating 15 years..... (read names slowly)

There are 2 team members who are celebrating 20 years...(read names slowly)

There are 3 team members who are celebrating 25 years ... (read names slowly)

There is 1 team members who are celebrating 30 years... (read name slowly)

There is 1 team member who is celebrating 35 years... (read name slowly)

This year we will also be honoring our casuals for their service at Menno Place. We know our casuals are critical in covering for us when we are sick, on vacation, or unable to work for various reasons. **In 2019 our casuals work a total of 140,000 hours at Menno Place. That is significant!** We appreciate our casual staff for their dedication in “stepping in” and keeping the quality of care going at Menno. They will be honored with a lapel pin that indicates their years of service. When you hear your name, please come to the stage for your pins.

Read names by years.

## **KAREN**

Now for the special awards. This year, we opened up the nominations for these awards to staff, residents and family members. We received 86 nominations – 1/2 from Family & Friends and 1/2 from Team Members.

It was a complete joy to read the nominations, knowing that many of the nominations came directly from the people who are served here at Menno Place. What did the residents and families say about the people who serve them?

**Here are some examples:**

**Ash of Menno Home E1** exemplifies the values of Menno Place through her practice. She is an excellent nurse and demonstrates great communication with fellow staff members, families, and residents in E1. Ash provides respectful, compassionate care for our residents and families which is evident in the relationships she has built with them. No matter how busy she is on the unit, Ash always makes herself available to answer questions and provide help to others. In addition to the excellent care Ash provides as an LPN, she also demonstrates herself as a leader and would often encourage staff members in their work. She also teaches GPA (Gentle Persuasion Approach) to the staff members in order to assist them in providing safe care to the residents..

My mother, Elsie gives positive feedback about the kind and respectful care she receives from **Nellie, E2 Hospital**. She takes an interest in Elsie and is gentle when transferring her to the wheelchair and commode and responds to Elsie's

preferences and remembers to put a cushion behind her back in wheelchair. I have also observed that Nellie is friendly, respectful, smiles and takes an interest to ensure that her day is off to a good start!

I don't know the names of all the staff at **Primrose Gardens**, however I really would like to nominate the entire staff, as I feel they all deserve recognition for a job well done. **Hilda in dietary** has been there since my mother moved in, and has been so caring. **Brenda** at the front desk, **John** the pastor, and the rest of the **kitchen staff** have been kind and considerate of all residents. I spend a lot of time there, and see the interaction of staff and residents, and all residents are treated with respect. I commend the Menno Society for their hiring, and instilling their values to all staff, whether resident-facing or behind the scenes. Definitely a job well done.

**Menno Home - Bella** is a wonderful and caring nurse. She shows competence and compassion for all our residents and families.

**Robin works in Hospital** housekeeping and is a bright spot every time I visit my father. She is an amazing dedicated worker, working through her own physical difficulty...often. She greets all and anyone...visitors and residents alike. She is genuinely interested in the lives of the residents and takes time to talk and listen to them. Plus she does an amazing job of keeping the care home clean.

**Danielle has been my main contact at Menno hospital West 2** since my mother arrived in April 2018. I am always amazed at Danielle's patience and compassion. Danielle is always eager to help me in anyway that she can, signing Mom up for haircuts or pedicures. She helps me to understand what is happening with my mother, it is a constant source of comfort and guidance. I think that all of the staff that work at Menno Hospital are truly amazing and I think God every day for them. Danielle goes that extra step further in connecting with my mom, and I am very grateful for her and the care that she provides.

**Ajay in Menno Hospital** was incredible in dealing with a situation with my mom. He resolved it quickly and our concerns were heard and dealt with. This is a sign of a good leader, if he cares then it will resonate with the other staff as well.



From the initial contact we made with **Menno Apartments, Nik** was amazing. Always respectful, knowledgeable and very personable. I am sure he is a busy man but when talking with him he listens and makes you feel at ease and that he truly cares. He made our father's transition to his apartment suite easy.

**Liesa, a housekeeper in Primrose Gardens** goes above and beyond with helping my dad in PG. She sees the little extra things dad appreciates and does them with a joyful heart. Dad comments all the time how much he appreciates her and her visits during her work time. She works efficiently, but always takes time to visit with dad while she works. Dad appreciates her a lot.

On **W2 at Menno Home**, Veerpal genuinely reflects Menno Place values in every way. Co-operative with each and every resident, family member, colleagues and Leadership Team. I had the privilege of working with her both on afternoon and night shift. I can honestly recommend her for her patience, kindness, diligence, and warm bright smile. Veerpal is very effective and efficient in serving all people she truly is respectful of everyone.

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Each of you makes such a difference to the lives of the residents and families – and your heart and care is noticed!

Now, on to the special awards beginning with the **Safety Champion Award**. This is the second year we are recognizing a team member with this award. Menno Place highly values Safety – it is one of the Drivers in our Strategic Plan. **There were 6 nominees for the Safety Champion Award**. Please come to the front if your name is called out.

CHHLANDER SIDHU

DIANA EPP

LORELLI KHOKKAR

ALLISSON ABBOT

BARB BOULTER

GORD SALE

Recognized by your peers as having a positive influence and commitment to promoting safe work practices at Menno Place.

The winner of the Safety Champion Award for 2019 goes to **Chhalander Sidhu**.

### **Chhalander Sidhu - LPN**

I witnessed Chhalander on multiple occasions keeping an eye out for the security of the building and the safety of the tenants. She reports directly to the nurse-in-charge when something in the building needs attention and suggests to report immediately to maintenance aside from only entering data in the Worx-hub program.

She always notices anomalies in tenant's behavior and relays her concerns to the nurses, for tenant to be assessed by the nurse immediately to take necessary action, ie. tenant possibly suffering from delirium.

Thank you – Chhalander, for your commitment to safety which supports the value of excellence at Menno Place and Congratulations on winning the Safety Champion Award!

**There were 8 nominees for the CREATIVE SOLUTIONS AWARD** – It is awarded in appreciation for your outstanding efforts and innovation that have significantly improved the quality of service at Menno Place.

DARLENE VAN WYK

LORRAINE FERRARO-GAGNON

SHARLENE LAMBLIN

DOREEN WALL

AJAY MATHAI

INGRID SC HULTZ

ANNETTE FOSTER

RENATE STEFFEN

The winner of the Creative Solutions Award for 2019 goes to **Darlene Van Wyk**.

**Darlene Van Wyk**

This is what was shared on Darlene's nomination:

Darlene created an organizational method for all blister pack medications, for tenants who are being assisted with medications by care staff. She placed the blister packs delivered directly from Rexall Pharmacy to one side of the med drawer and blister packs from all other pharmacies are placed on the other side, then she created a roadmap (a guide) attached to the outside of the drawer for easier identification of tenant's medications and their respective pharmacy.

With the above medication system, it makes it easier for the nurses to identify which pharmacy each tenant is dealing with and easier to see if there is a need to contact the pharmacy for medication refill.

Darlene V's organizational skills and attention to details is exceptional. It is witnessed throughout our department, all her efforts to make our workplace more efficient and safe to work

Thank you – Darlene, for your commitment to creatively improving systems – this supports the value of innovation and excellence at Menno Place. Congratulations on winning the Creative Solutions Award!

**Residents, Families and Staff know what it means when they see a team member Living Our Values. There were 72 nominations for this award!**

**LIVING OUR VALUES** – This award acknowledges an individual who shows commitment to living the values of Menno Place which are Stewardship, Excellence, Respect, Values Driven, Innovation, Compassion and Encouragement.

The nominee's are:

SANDRA KABAROFF

JAMIE HAYTON (3)  
FRANK BOND (3)  
HELEN BUTDA  
HEATHER TAYLOR  
ANGELA PETERS (2)  
SANDIYA DEBOER  
JESSICA GREGOIRE  
ROSALIE  
HEDY PEMBLE  
DIANA BAE  
INGRID SCHULTZ (4)  
JULIE FRETZ  
INGRID STAHL (2)  
LOWENA AUGUSTIN  
VEERPAL BRAR  
LESA THIELMAN  
BRENDA MERTKE  
DEBBIE MARSHALL  
ROBIN FRIESEN  
LARISSA SOURKOVA  
BRENDA NEWMAN (2)  
NIK VAN EGDOM  
KAREN DYCK  
ANNETTE FOSTER (2)  
MELINDA SOETEN

CLAIRE COLVIN (3)

MILET ASCARISION

CHARLOTTE MOTEGJO

HILDA DYKE (3)

BRADEN KOOL

ANNE KOEPKE

CHERYL ENNS

DANIELLE RIES

AJAY MATHAI

NIKKI ALAMWAK

JENNA DRUET

BRYAN GAY (2)

REBECCA POPOVICI

KAUOSCHA NAICKER

JOEL ARTIENDA

MONICA NEUFELD

SHEILA SPRINGMAN

NINA PANNU

RHONDA MASZTAKAR

ROXANNE CARLISLE (2)

KRISTINE RONEY

Linda Redel

TEINA WALKER

TINA HALIM

ANNE RYPMA

Bella Mollison

Nellie Stoshik

Joel Ortega

Ash Gill

Ursula Badke

John Dyck

We are pleased to let you know that **Frank Bond** is the winner of the Living Our Values Award.

This is what was written about Frank:

**Frank is always up and joking and cheering everyone on the unit on to be the best they can be. He has been fabulous with my mother who has been there for 7 years. I believe he also elevates the staff's motivation and moral. I feel very comfortable talking with Frank and always know that he is going to be straight with me and yet kind. I feel very comfortable nominating Frank for the award.**

**My mother and I instantly thought of Frank first when it came to this nomination, no offense intended to the many hard working and dedicated staff at Menno. They all deserve recognition.**

**Frank's interactions with our mother is more like that of a friend than that of a care worker, when he enters her room the smiles go ear to ear and he never hesitates to strike up a real conversation and encouragement while always treating her with the dignity and common conversation that one would respect from their best friend. Even passing by on rounds he makes a point of throwing out a quip or hello her way.**

**It's that little extra interaction and sense of humour that brighten up what can unfortunately be a very long mundane end of life existence.**

**Many of the staff on East 1 as with the rest of the hospital have those same qualities, and that is greatly appreciated by mom and our family, however Frank shows and demonstrates a cheerfulness and upbeat attitude to my mother and other clients that seems whole heartedly dedicated and endless. She often comments how things are not the same when he appears to be on days off.**

**If he ever has a bad day (and I'm sure he does) he never shares or shows it. He deserves all the recognition Menno can muster. And a big raise too! Write up here.....**

Frank, you are an encourager, a positive member of our team, a friend, a motivator, a selfless caregiver and a man who lives from the heart! You truly understand “person-centered care” and we thank you for Living Our Menno Place Values!

Congratulations Frank on winning the 2019 Living Our Values Award!

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**That concludes our Awards Celebration.**

**Thank you to the Dietary staff for the awesome food. We appreciate your hard work very much!**

**Thanks to all of you for your hard work and dedication to your jobs!  
We couldn't do it without you!**