

May 2024



We are indeed blessed to have people like Mr. Sweis Brouwer of Orchard View Apartments donate to our organization in such a generous manner. Donations are used to support and enhance the living conditions of residents in our campus and the \$80,000 will enable us to start and complete projects that will make living conditions better at Orchard View Apartments.

Mr. Brouwer and his spouse, Hendrika, live on campus, but in different locations. Daily, you can see Mr. Brouwer visit his spouse in Meadow Lane to spend the afternoon together. This is the mission of United Mennonite Home to have in one campus, people living close to each other but who require different levels of service and care.

Thank you to the Brouwer's for their generous donation.



Walter Sguazzin
Executive Director



Executive Director thanks Mr. Brouwer for generous donation April 9th.



"National Volunteer Week", celebrated in April, was a time to express our heartfelt gratitude to our dedicated volunteers who selflessly give their time and energy to United Mennonite Home. This year's theme, **"Every Moment Matters,"** resonated deeply with us, as we recognize the significant impact our volunteers have on our community. To celebrate, we honored our volunteers with a catered lunch and entertainment, enjoyed by all. We are proud to announce that our volunteers have contributed an impressive 6,735 hours of service over the past year! This is a remarkable achievement, and we are deeply thankful for your dedication and commitment.

 **To share more of our thriving UMH community and recruit new volunteers, we invite you to follow us on Facebook and**
 **Instagram: @UnitedMennonite Home.**

Interested Volunteers may also apply through our new online form by scanning this QR code with a phone camera:



HOME happenings

United Mennonite Home

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www.umh.ca thehome@umh.ca

Executive Director

Walter Sguazzin ext. 5001

Director of Care

Kelly Chuckry ext. 5002

Nutrition Manager

Pam Danyluck ext. 5003

Programs Manager

Jodi Thompson ext. 5004

Human Resources/Operation Manager

Bobbi Lynn Bachur ext. 5005

Environmental Service Manager

Rob Millar ext. 5006

Director of Finance

Janice Cairnie ext. 5007

Associate Director of Care

John Rioux ext. 5032

Associate Director of Care

Lynne Chiasson ext. 5028

Dietitian

Christine Toderoff ext. 5003

Food Service Supervisor

Erin Royer ext. 5019

Physiotherapy

Nina Dragas ext. 5027

Chaplains

David Gifford/Rob Collier ext. 5014

Administration

Lorraine Wilson ext. 5031

Social Service Worker

Jenn Trudel ext. 5018

Palliative Care Coordinator

Celeste Rakowski ext. 5033

Volunteer Coordinator

Jessica Grabell ext. 5008

Scheduling Coordinator

Kenidi Gent ext. 5009

Executive & Administrative Assistant

Ashley Scholman ext. 5012

Hair Salon ext. 5011

Blossom Lane ext. 5022

Harbour Lane ext. 5023

Garden Lane ext. 5024

Meadow Lane ext. 5025

OVA/Supportive Housing Manager

Stephanie Easton (905) 562-1458



Margaret Romagnoli

April 8, 2024

Audrey Venema

April 15, 2024

Irene Penner

April 17, 2024

James Rodney

April 28, 2024



Jeanette Thivierge

Harbour 154

Karen Taylor

Harbour 154

Anne Fisher

Blossom 121

John Zandbergen

Blossom 108

Mariane Regier

Harbour 154

Hilda Hubert

Blossom 105

Anna Ciesielski

Meadow 236



RESIDENTS

Gerrigie K
May 3rd

Maggie M
May 4th

Walter R
May 7th

Walter C
May 9th

Ruth R
May 9th

Rose I
May 12th

Danny K
May 13th

Helen N
May 15th

Maria P
May 17th

Freda F
May 18th

Peter Y
May 18th

Roy H
May 28th

Ed B
May 29th

Krystyna R
May 30th

Volunteers

Olga P
May 4th

Paul M
May 25th

Joan R
May 30th



****NEW** - You can now top up your loved ones TRUST/Petty Cash Account by E-Transfer to lwilson@umh.ca.

Once residents receive their 2023 Notice of Assessment, a copy must be provided to Lorraine Wilson in the front office for the 2024 rate reduction calculation.

Anyone wanting receipts for **Foot Care** services for their insurance plan or income tax, please contact Sarah Lockbaum from *Niagara Mobile Foot Care* at (905) 708-9817 or through email at niagamobilefootcare@hotmail.ca.

SPRING BAZAAR DONATIONS - We are looking for donations for our Upcoming Bazaar, scheduled for Saturday June 8th. If you are interested in contributing items for the Penny Sale, Silent Auction, or Bake Sale, please contact the Jodi Thompson, Programs Manager at ext. 5004 or jthompson@umh.ca. Your continued support is very much appreciated. Donation receipts are available for monetary donations.



All nature's filled with joy and cheer
When the month of May is here
We endured the April showers
We now enjoy the springtime flowers
From under all the snow and ice
Awoke as if were a paradise
Buttercups and daffodils
Embrace the dales and out stretched hills
The month of May how sweet the sound
Its' joy and beauty all around
It's a wonder to behold
Our life is a garden plot
That I occasionally forgot
From under all the snow and ice
Awoke as if were a paradise
Life ain't cheap
There's times to sing and times to weep.

Jack Sinke - Meadow Lane

Annual Resident/Family Survey Results 2024

Annually, we eagerly anticipate the results of the resident/family satisfaction survey. It is a key component of our Continuous Quality Improvement (CQ) program and helps us focus our efforts the issues residents/families find important in their quality of life at UMH.

Historically, we invite all residents/family members to complete the survey using Survey Monkey, which is an arms-length commercial software program. The survey questionnaire has 49 questions, and touches on every aspect of operations that affect the resident directly. In addition to this about 50 hardcopy versions of the survey questionnaire are passed out to resident/families who do not have computer access and in some cases, we assist residents in completing the questionnaire. Last year, 39 people responded to the survey. This year, we had 57, making the survey results more accurate and resilient. We will review the results and feedback given by respondents to our next CQI Committee meeting. Below are the results of some key questions:

Resident/Family Satisfaction Survey – Results on Select Questions: March 2024

Question	Score (4/5) in % 2023	Score (4/5) in % 2024
I am/my loved one is well cared for (Q3)	83.3	94.83
I am satisfied that my questions or concerns are answered and/or followed up with. (Q5)	80.1	86.05
Staff are friendly, courteous, helpful, and treat me or my loved one with respect. (Q8)	85.6	98.28
United Mennonite Home provides a homelike environment. (Q8)	81.0	89.67
Care is provided in a kind, friendly, and gentle manner. (Q13)	86.7	92.98
I am satisfied with the medical care, such as exams, treatments, medication administration, etc. (Q19)	83.3	87.72
The Home provides an enjoyable dining experience (e.g. pleasant atmosphere, service, quality of food, etc.) (Q21)	75.9	90.9
There is a variety of food offered on the menu. (Q23)	66.9	91.28
There is a good variety of activities provided. (Q25)	79.6	96.34
Personal laundry services meet my own or my loved ones needs. (Q33)	75	90.74
I am satisfied with the cleanliness of my own or my loved one's clothes and linens. (Q34)	88.7	89.28
I am satisfied with the general cleanliness of the Home. (Q37)	93.1	95.14
I am satisfied with Management's responsiveness and ability to address issues or complaints. (Q40)	88.1	90.91
Overall, I am satisfied with the quality of care and services. (Q41)	89.3	98.15
I would recommend United Mennonite Home to my family and friends (Q42)	92.9	96.26

Thank you to everyone who participated in the survey. We consider it a privilege to be able to care for our residents and I am pleased that it seems many of you agree.

Warm regards and Blessings.

Walter Sguazzin
Executive Director.



Helene Penner
May 9th

Jean Romagnoli
May 13th

Albert Langford
May 27th

Joseph Wismer
May 29th



UMH ANNUAL BAZAAR

Saturday June 8, 2023
10:00am-12:30pm



Hairdresser Update



Reminder: Our on-site hairdresser, Colleen, is available to Orchard View tenants.

Give her a call @ 905-562-7385 ext.5011 if you would like to book an appointment.

Welcome

Jodie Clavel
to our Orchard View PSW team!



UPCOMING EVENTS

Thursday, May 2nd @ 2:00pm
"Frauds & Scams" seminar in the Auditorium
Hosted by the Alzheimer's Society

Friday, May 3rd @ 10:30am
Anglican Eucharist Service in the Chapel

Monday, May 6th @ 2:00pm
Trivia in the Auditorium

Wednesday, May 8th @ 2:00pm
Mothers Day Social in the Auditorium

Friday, May 10th @ 2:00pm
Story Time with Jenna in the lounge

Condolences



Kathleen Sherk
April 11th 2024

We would like to express our deepest condolences to the family & friends of Kathleen.

She will be deeply missed at Orchard View.



BI-WEEKLY NEWSLETTER
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Grab the new May Orchard View calendar for a full list of programs!

April showers brings May flowers is an old but reliable saying and relatively true most years. Believe it or not, the year is almost halfway over by the time May arrives. However, May is a month electric with anticipation as we all eagerly await to be outside, with sunnier, warmer weather and beach days on the horizon. People are excitedly planning summer vacations and looking forward to much-deserved time away. Here at UMH we look forward to the cool fresh air and sunshine on our faces. May is also the month we officially honor our Mothers, (May 12th) but hopefully we do that every day. In fact, if you are looking for a reason to celebrate, the month of May provides a lot of opportunity for fun filled adventure and celebration. There is National Barbecue and Bike Month although with inflation probably hotdogs this year instead of steak. If you are health minded, you can promote Lupus Awareness and National Blood Pressure Month. There is "May the fourth be with you" — Star Wars Day (May 4th) also the required greeting for the day or "National Talk Like Yoda Day (May 21st) We have "Fresh Squeezed" National Lemonade Day (May 5th), "Eat What You Are Missing" — International No Diet Day (May 6th) and National Eat What You Want Day (May 11th), personally two of my favorite days of the year. Throw in National Pizza Day (May 17th) and our Canadian Two-Four weekend (May 18 -20th) and you now have a fun month of eating and drinking. (responsibly) May is also the month of spring cleaning celebrated with National Lost Sock Memorial Day (May 9th) and National Clean Your Room Day (May 10th) a favorite among parents with teenagers. And for those who like to stay active, the month of May has you covered with National Frog Jumping Day (May 13th), (FYI, the frog jumping record is 21 feet, 5 inches), National Scavenger Hunt Day (May 24th) and National Hole In My Bucket Day (May 30th), a day designated for the recycling of old buckets. Apparently, you can do a lot of things with old holey buckets. And finally, for those who are faith conscious, May 19th, is the day in which we remember Jesus fulfilling His promise to send us a helper, the Holy Spirit, to guide the church in daily living and empowering them as witnesses for Christ. A command, I might add that is still active for believers today. You can read about it for yourself in Acts 2, and celebrate as well as Pentecost Sunday. However just like honoring our Mothers every day, being filled with the Spirit should be something the same, every day. Happy May Everyone!

Chaplain Rob