

June 2022



*From the Desk Of...*

**Service Excellence:** Despite dealing with persistent COVID-19 emergency situations and changes in legislation governing long-term care in Ontario, I am glad to report that we continue to maintain high levels of service excellence.

**Satisfaction Surveys:** The results of the Spring 2022 Satisfaction Survey were completed by 32 respondents, answering the survey on-line or by hard copy (roughly 26% of residents/families).

The results were humbling and validate Management's and the Board's support to implement measures that safeguarded residents through the COVID-19 pandemic. Below are some of the salient results:

Question:	Score3-5 (%)	Score4-5 (%)
Q3. I am/my loved one is well cared for.	97.2	93.3
Q6. I feel comfortable expressing my opinions and feelings about my own or my loved ones care.	96.7	90.3
Q8. Staff are friendly, courteous, helpful, and treat me or my loved one with respect.	100	93.7
Q9. United Mennonite Home provides a homelike environment.	97.8	94.7
Q13. Care is provided in a kind, friendly and gently manner.	100	96.7
Q19. I am satisfied with the medical care, such as exam treatments, medication administration, etc.	93.5	87.0
Q34. I am satisfied with the general cleanliness of the Home.	100	96.7
Q37. I am satisfied with Management's responsiveness and ability to address issues or complaints	93.7	84.3
<b>COVID-19 Related Questions:</b>		
Q38. Have you/your loved one felt safe and protected throughout the Covid-19 Pandemic with the restrictions the Home has put in place?	95.8	92.8
Q39. Do you support the visitor restrictions put in place by the Ministry of Long-Term Care during Covid-19?	87.5	71.9
Q40. Do you feel that you were kept informed of the changes at the Home throughout the Covid-19 Pandemic?	97.0	97.0
Q42. Overall, I am satisfied with the quality of care and services.	97.2	93.1
Q43. I would recommend United Mennonite Home to my family and friends	96.5	93.1
<b>Rating Scale:</b> 5 = Very Satisfied; 3 = Satisfied; 1 = Not Satisfied; N/A = Not Applicable.		

For Orchard View Apartments, the February 2022 Satisfaction Survey (27 respondents) tenants revealed the following:

Overall, how would you rate the care and services you receive?

- 77% ranked very satisfied to satisfied.
- 33% ranked satisfied
- 0% indicated not satisfied.

Thank you again to those that took the time to complete these surveys.

Walter Sguazzin  
Executive Director

**United Mennonite Home**

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Vineland, ON L0R 2C0  
tel: (905) 562-7385 fax: (905) 562-3711  
www.umh.ca thehome@umh.ca

**Executive Director**

Walter Sguazzin ext. 5001

**Director of Care**

Kelly Chuckry ext. 5002

**Nutrition Manager**

Fran Godmaire ext. 5003

**Programs Manager**

Jodi Thompson ext. 5004

**Environmental Service Manager**

Rob Millar ext. 5006

**Associate Director of Care**

John Rioux ext. 5032

**Associate Director of Care**

Lynne Chiasson ext. 5028

**Dietitian**

Christine Toderoff ext. 5027

**Physiotherapy**

Nina Dragas ext. 5027

**Chaplains**

David Gifford/Joe DiFrancesco ext. 5014

**Administration**

Lorraine Wilson ext. 5031

**Director of Finance**

Janice Cairnie ext. 5007

**Systems and Payroll Coordinator**

Bobbi Lynn Bachur ext. 5005

**Social Service Worker**

Jenn Trudel ext. 5018

**Palliative Care Coordinator**

Celeste Rakowski ext. 5033

**Volunteer Coordinator**

Pamela Kohut ext. 5008

**Scheduling Coordinator**

Kenidi Gent ext. 5009

**Main Kitchen** ext. 5010

**Laundry** ext. 5016

**Hair Salon** ext. 5011

**Blossom Lane** ext. 5022

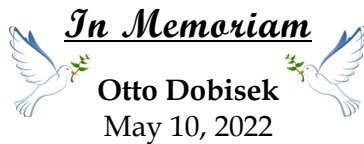
**Harbour Lane** ext. 5023

**Garden Lane** ext. 5024

**Meadow Lane** ext. 5025

**OVA/Supportive Housing Manager**

Bonnie Fahnestock (905) 562-1458



**FAMILY, FRIENDS & VOLUNTEERS  
WE NEED YOUR HELP WITH OUR**

# Wheelchair Expedition

## RESIDENTS

**Maria Walczak**  
June 5, 1929

**Connie Martin**  
June 8, 1934

**Jim Atkinson**  
June 12, 1940

**Daryl Lynn Vaux**  
June 12, 1948

**Elsa Arth**  
June 17, 1927

**Susan Berg**  
June 17, 1933

**Rita Brons**  
June 19, 1944

**Arthur Pries**  
June 21, 1939

**Mary Koop**  
June 29, 1931

**Diane Manderla**  
June 29, 1940

## VOLUNTEERS

**Sue Klassen**  
June 7th

**Hedy Sawadsky**  
June 15th

**Chris Switalski**  
June 26th

**Shirley Chilvers**  
June 29th

**Helen Wall**  
June 30th

**Otto Dobisek**  
May 10, 2022

**Virginia Robson**  
May 10, 2022

**Philip Pew**  
May 10, 2022

**Anna Dymczak**  
May 28, 2022



**Harry Kamstra**  
Harbour 141

**Constance Collens**  
Harbour 142

**Grace Wright**  
Garden 208

**Cornelia Heikoop**  
Harbour 130

**Eugene Perry**  
Meadow 234



**Friday June 24th  
at 10:30am**

**To Sign Up Contact:  
Pamela Kohut - Volunteer Coordinator  
volunteer@umh.ca or  
(905) 562-7385 ext. 5008**



Our Recreation Department, Spiritual Care Team, Social Service Worker, and Physiotherapy Services utilize ActivityPro, a web-based tracking system that allows staff to document the quality of resident engagement. This software also provides the tools needed to make important decisions that proactively enhance a residents program experience. Within this software, family members have the ability to access a portal set-up to view photos, reports, activities their loved one has participated in, and the quality of their engagement. We hope this can bring peace of mind to families knowing their loved ones are engaged in programs meeting their social, emotional, intellectual, physical, and spiritual needs.

From an administrative level, this program assists with generating statistics, attendance tracking and refusals, identifying trends, and engagement ratings in group activities, one to one interactions, and exercise programs; allowing staff more time to spend with residents and less time documenting.

If you haven't done so already, and are interested in accessing your loved ones Family Portal, please contact to Jodi Thompson, Program Manager at (905) 562-7385 ext. 5004 or through email at [jthompson@umh.ca](mailto:jthompson@umh.ca).





### OFFICE NEWS

**PLEASE NOTE:** Once residents receive their 2021 Notice of Assessment, a copy must be provided to Lorraine Wilson in the front office for the 2022 rate reduction calculation.

**Please have all important mail addressed/directed to POA's or Substitute Decision Makers as all mail gets be delivered to a residents room.**

Should you wish to see someone in the office, please call ahead and make an appointment if possible.



### PROVINCIAL ELECTIONS

**UMH Resident and OVA Tenant Voting**  
**Thursday June 2, 2022**  
**9:00am - 5:00pm in the Chapel**



### ANNUAL GENERAL MEETING

**Tuesday June 21, 2022**  
**at 7:00pm**  
**Orchard View Apartments Auditorium**



**Maggie Janzen**  
June 14th

**Mary Schmidt**  
June 19th

**Jacob Weier**  
June 30th

**Helen Wall**  
June 30th

**Bruce Foreman**  
June 30th



OVA Tenants are  
in need of basic  
yarn to knit items  
that are donated to  
Third World Countries.

Contact the Supportive  
Housing Office at  
(905) 562-1458  
if you can help!

### What's Happening In....



Thursday June 2nd we have a **Willi and Rodi Longenecker virtual sing-a-long** in the auditorium at 2:00pm.

Monday June 6th will be **Travelogue to Rome** at 2:00pm in the auditorium.

Thursday June 9th is **Manicures** in the auditorium at 2:00pm.

We will have a **Walking Group** on Monday June 13th at 2:00pm. Meet in the lobby and we will walk the track! Those who participate will be given an extra 2 ballots for our Exercise Raffle for the month of June!

**Father's Day is Sunday June 19th. Enjoy time with your friends and family.**

The Town of Lincoln will be coming in Monday June 20th at 2:00pm to do a **Hand Building with Clay workshop!** Come on down to check it out.

Stay tuned for a **special treat** on Thursday June 23rd in the afternoon!

**Manicure Monday** is on the 27th at 2:00pm in the auditorium.

**Bingo!** Is Thursday June 30th at 2:00pm in the auditorium,

**Worship Service** will continue to be on Tuesdays at 2:00pm in the auditorium.

**Bible Study** is Thursdays at 10:30am in the auditorium.

For hairdressing appointments, please contact Pamela to book with Marion.

**Exercise** classes run Mondays and Wednesdays at 10:15am in the auditorium.



We see that Jesus tells us in the bible that we must "ask, and it will be given to you; seek, and you will find; knock, and it will be opened to you. For everyone who asks receives, and he who seeks finds, and to him who knocks it will be opened." We must always remember that when we ask God for something dear to us, we must always exercise our faith and show our dependence on Him. We must do these things in faith, knowing Jesus Christ will open the doors, and will help us get through the tough times. We must remember that Jesus wants us to ask, seek and, knock because Jesus wants to always hear from us, and always wants to provide for us. Let us remember this scripture and hold it unto our hearts and ask in faith, hope and, love.

Joseph DiFrancesco  
Chaplain