



SOARING

A Publication of Mennonite Home Communities

CHANGE

Our Journey Together



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NEW LEADERSHIP

Glenn Weber, Chairman of the Board

Where might you find a person with the heart of a servant plus the leadership skills necessary for changing times in the healthcare industry? Glenn Weber, the new Chairman of the Board of Directors of Mennonite Home Communities, possesses both characteristics. He began his new two-year term for MHC in January 2007.

In his "day job," Glenn competes against giants! He is President of Kings Quality Food, a specialty producer that thrives by listening to customer needs and creating unique products faster and more economically than the giant national brands. Glenn's wife, Lucy, assists him by running the company's prepared salad division.

Glenn has served on the Board of Mennonite Home Communities, its Finance committee, and Building & Property committee for over three years. Glenn's avocation as a pilot has created additional opportunities for service. He has flown Mennonite Disaster Service leaders to speaking engagements and to survey and assess flood damage. He has served on both

the School Board and the Akron Mennonite church council.

This background in the workings of MHC, coupled with his business experience and Christian leadership, made Glenn a logical choice to lead the Board of Mennonite Home Communities.

Glenn explains the opportunity facing MHC. *"It is important to distinguish permanent trends in customer needs from temporary fads. Increasingly, the residents of MHC expect a home-like, rather than an institutional, approach to their care. Residents want the home-away-from-home feeling."* Glenn anticipates that Person Centered Care (see next page) will satisfy these future resident expectations.

The Board is partnering with world-class players (see other articles in this issue) on a journey of change. Glenn is confident the administrative team will lead the MHC staff through the necessary cultural changes in thinking. The result of this journey will be a much more rewarding and fulfilling life for our residents, and job enrichment for staff.



Glenn (right) is pictured on the cover with J. Nelson Kling, President of MHC as they review plans of change.

THE CULTURE CHANGE LEADER

Watch her eyes. Listen to her words. Feel her passion. Meet LaVrene Norton — Culture Change Leader.

The seed for Culture Change was planted in the summer of 2006 with three Mennonite Home leaders attending a workshop on the topic.

With multiple visits to Lancaster to inform and educate the Board of Trustees and staff on this concept sweeping the nation, LaVrene led the vision for transformation in our delivery of Health Care services.

The culture change vision ignited at Mennonite Home! We call it - Person Centered Care!

What is this new journey? It is all about resident choice, privacy and a home environment at Mennonite Home!

LaVrene has years of hands-on experience in Health Care, using her graduate degree in Social Work. She formed Action Pact, a consulting firm committed to guiding organizations towards the Household Model. LaVrene also co-authored the book **"The Pursuit of the Sunbeam,"** the textbook on Person Centered Care.

Additional information on culture change may be found at her website: Culturechangenow.com.



LaVrene Norton, Co-author of **The Pursuit of the Sunbeam**.

Person Centered Care

- The Journey Begins -

*M*ennonite Home is committed to developing a new way to provide care for our residents. We are moving philosophically to Person Centered Care. This new direction is the result of changes in the nursing home industry and the realization that we as providers need to be more “person centered” in the way we provide for our residents. The change requires us to move from the traditional care models to a model that provides rich, meaningful life for residents and caregivers.

Person Centered Care focuses on providing care in a household model. A household contains just 18 to 22 residents and a dedicated staff who can learn their preferences (bathing options, breakfast, etc.) and form close relationships. For Mennonite Home, this will have a significant effect on the design of the Rosevue Reinvention (see page 4). This transformation goes well beyond the paint and wallpaper selections and includes walls being moved and added. Person Centered Care is changing

everything we do, how we do it and why we do it.

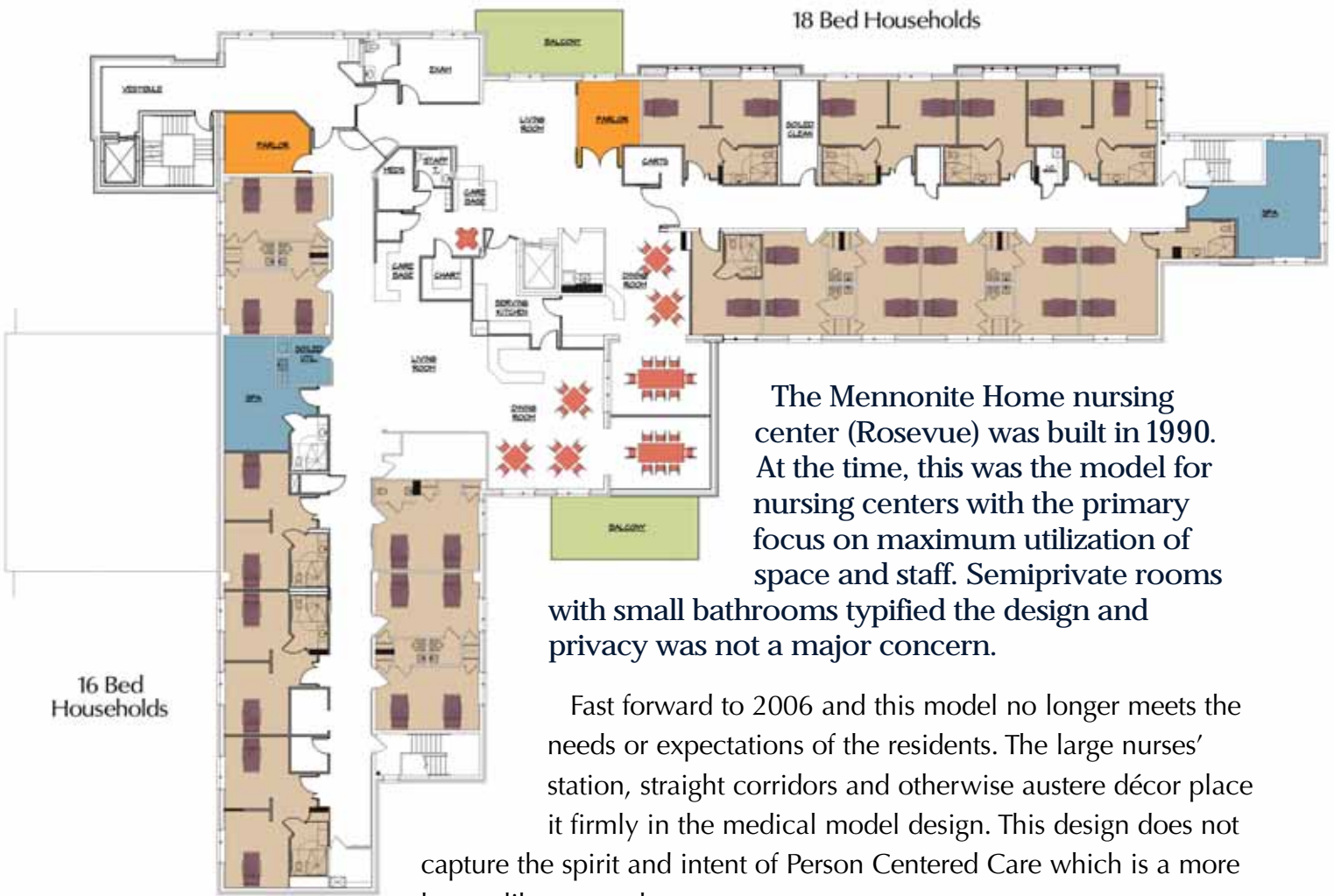
The new plan encourages self-determination and shared decision-making with staff. This new direction will take the concerted efforts of everyone contributing to the welfare of Mennonite Home residents (board members, nurses, housekeepers, administrators, cooks, social workers, activity staff and volunteers). A steering team made up of 15 staff members from different departments will meet with our “Change Leader”, LaVrene Norton, (see page 2) for intensive training sessions. The steering team will share their knowledge and insights with other staff members in their respective departments.

This new journey makes the move for a resident to a long-term care facility a simple change of address, rather than the perception of a loss of home, purpose, privacy and identity. This is a major departure from the status quo, but it is the very least we can do for the elders and their caregivers. Please join us in this exciting journey!

The **Person Centered Care** team is composed of (back row, left to right) Carol Fair, Cindy Martin, Brandi Rager, Dave Shenk, Stacie Landis, Sylvia Burnett, Terry Godfrey, Kathy Markward, Deb Schleh (seated, left to right) John Sauder, Vicki Donson, Denise Bowers, Linda Bouman, Chrissy Kline, Linda Greenawalt.



Rosevue Reinvention



The Mennonite Home nursing center (Rosevue) was built in 1990. At the time, this was the model for nursing centers with the primary focus on maximum utilization of space and staff. Semiprivate rooms with small bathrooms typified the design and privacy was not a major concern.

Fast forward to 2006 and this model no longer meets the needs or expectations of the residents. The large nurses' station, straight corridors and otherwise austere décor place it firmly in the medical model design. This design does not capture the spirit and intent of Person Centered Care which is a more home-like atmosphere.

The floor plan above shows how the third floor of Rosevue will be reinvented to introduce **Person Centered Care** to the residents of Mennonite Home. Actual construction may differ from the rendering.

The Rosevue renovation project (reinvention, if you please), is an opportunity to bring together the architect, builder and owner. It also gives the staff a great chance to offer their opinions and provide new ideas for making this philosophy work at Mennonite Home.

In the residential quarters, new room configurations will provide more living space, European showers, increased storage for personal belongings and greater privacy.

The common areas will be reconfigured, creating a more home-like environment. Family size dining rooms will adjoin kitchen facilities, allowing for more flexibility of menus and meal times. Living rooms will provide space for residents to pursue their hobbies and planned group

“As a staff, we are very excited about how Person Centered Care will provide a better and more healthy environment for our residents.”

activities. The new parlor will be available for private family gatherings.

A balcony will provide fresh air, sunshine and a link to the outdoors. A new elevator tower will provide easy access to the two households on each of the three floors being reinvented.

The new design, with a focus on privacy, will require the relocation of Healthcare residents to the fourth floor of the Parkvue building.

This is a new direction for Mennonite Home. The new cultural mindset sees elders for who they are and who they can be. It is our duty as providers to develop new models of care as a vibrant way of providing care for our elders.



World Class Partners

Over our 104 year history, Mennonite Home Communities has identified a core of extremely capable professional partners to assist in the realization of our vision. Although our partners are local, each has achieved success in a much larger regional area. We consider ourselves blessed by partnerships that sustain our growth and help us meet the changing needs of our residents.



Reese, Lower, Patrick and Scott, Ltd of Lancaster, an architectural firm, has designed cost-effective and meaningful environments for senior living communities since 1954. The senior care customers of RLPS number 92 communities located in 18 states, truly an impressive scope of work. More importantly, they have received 25 separate national awards for excellence just within their senior care projects. Mennonite Home Communities has partnered with RLPS since the early 1970's and virtually every MHC facility today is a result of that core partnership.



Benchmark Construction is a full service general contractor and construction manager specializing in commercial and institutional construction in Pennsylvania and the surrounding region. Benchmark's main focus is the construction of Senior Living and Healthcare facilities. They have constructed numerous award-winning projects for many of the local senior living communities and both of the major hospitals in the region. They have previously partnered with Mennonite Home for the Construction the Woodcrest Villa Community Center as well as Cardinal and Eagle wings. Benchmark is a quality driven organization having received 88 craftsmanship awards, including eight national Awards for Construction Excellence. They have twice been selected as one of the 100 Best Places to Work in PA. Benchmark is currently working with MHC on the key Rosevue Reinvention project, combining renovations with new spaces.

Does Your Will Reflect Your Life?

By Greg Pierce, Director of Development

Dr. Sue was someone I saw frequently at our church, in the town library, at work heading a major hospital's laboratory, and down by the river watching birds in the morning. Never married, she lived frugally with her bachelor brother in their late parents' home. She loved books, learning, medicine, God and His most fascinating creatures (to her), birds.

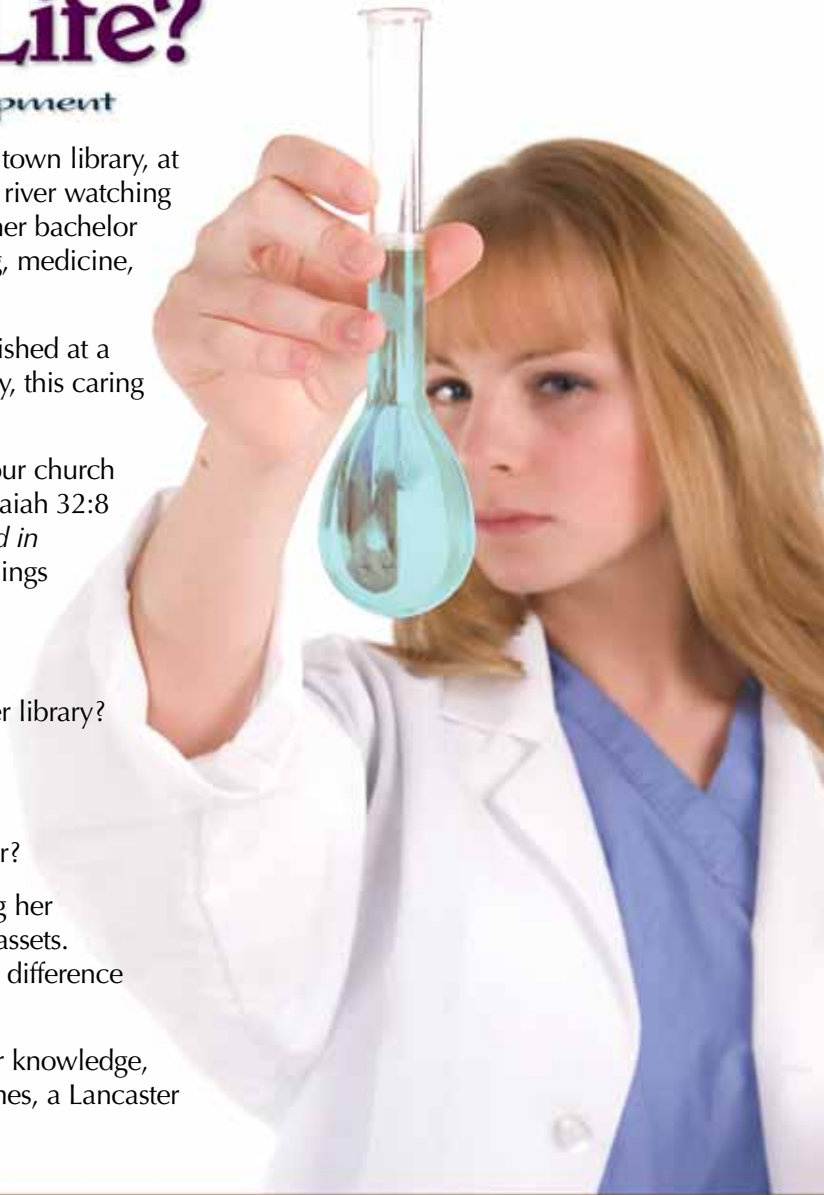
Several years after her retirement, Dr. Sue's SUV was demolished at a dangerous intersection, just two days after Christmas. Tragically, this caring and compassionate person died instantly of massive injuries.

Prior to this, our pastor and I had spoken to Dr. Sue about our church building project and the pressing need for a new nursery. In Isaiah 32:8 the Lord instructs us: *"But the noble devises noble things; and in noble things shall he continue."* We wondered, what noble things had Dr. Sue devised as her legacy?

- The new nursery for the church expansion?
- New materials for the science and medicine section of her library?
- A scholarship for promising young women to pursue graduate studies in medicine at Penn State University?
- A bird sanctuary on land adjoining the Susquehanna River?

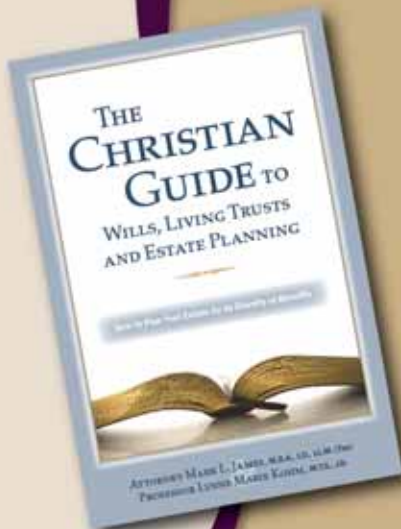
Sadly, Dr. Sue missed these wonderful opportunities, leaving her estate to her brother, who had more than adequate personal assets. Could she have *"devised noble things"* to make a permanent difference in the community?

Knowing of Dr. Sue's passion for reading and expanding her knowledge, she might have appreciated a new book, written by Mark James, a Lancaster attorney.



WILLS, LIVING TRUSTS & ESTATE PLANNING SEMINAR

Mennonite Home Communities will provide seminars on **Wednesday, July 18** (10:00 am - 11:30 am and 7:00 pm - 8:30 pm) in Eagle Commons, to present an overview of these topics. We are honored to have the author, Mark James, JD, LL.M. (tax) and Jeff Goss, JD, both of Hartman, Underhill, & Brubaker, LLP. Copies of the book, normally \$34.75, will be available for \$20.00. Please call (717) 735.2594 to register for this worthwhile event.





Mennonite Home Communities Shining Stars

Recognizing employees for the dedication and hard work that is done each and every day to make Mennonite Home and Woodcrest Villa a wonderful place for residents to live.

February



Gayle Worley
MHC Beautician



Deb Brubaker
MHC Billing Clerk



Dennis Bowden
MHC Information
System Specialist

March



Mindy Hash
MH Admissions Associate



Jenn Hollinger
MH Social Worker



Victoria Felix
MHC Healthcare
Schedule Coordinator

Mennonite Home Communities

1520 Harrisburg Pike
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Mennonite Home Communities
HAPPENINGS



June Fest '07 (June 16) will feature local favorite Hess's Barbecue Catering along with a **Silent Auction** filled with unique gift items for everyone's tastes.



Great food, fun and fellowship are the key ingredients that make Mennonite Home Communities events a recipe of choice to our delightful residents.



Woodcrest Villa residents enjoy a **Hawaiian Luau** in the Hummingbird dining facility complete with authentic island cuisine.



Visit our website at www.mennonitehome.org for current events, valuable information and recent issues of Soaring.