



MENNO PLACE TOWNHALL

OCTOBER 6TH AT 5PM ON ZOOM

ASK QUESTIONS USING SLIDO.COM

#MENNOPLACE

www.MENNOPLACELIFE.COM/TOWNHALL

WELCOME

- Menno Place Families, Friends and Residents
 - 91 registrants to our first virtual townhall
- Menno Home, Menno Hospital, The Apartments
 - Long-term Care – Home & Hospital
 - Assisted Living – Terrace East
 - Independent Living – Pavilion, Terrace West, Primrose Gardens

HOST: SHARON SIMPSON, DIRECTOR, COMMUNITY ENRICHMENT
WITH CEO, KAREN L. BIGGS





AGENDA

AGENDA

1. MENNO PLACE STRATEGIC PLAN – [click here](#)

<https://www.mennoplace.ca/wp-content/uploads/bsk-pdf-manager/2021/09/Strategic-Framework-3-year-2021-2024.pdf>

2. MENNO PLACE FAMILY & FRIENDS SATISFACTION SURVEY

<https://mennoplacelife.com/how-are-we-doing-family-and-friends-satisfaction-survey-2021/>

3. MENNO PLACE & COVID

4. YOUR QUESTIONS VIA SLIDO.COM

www.slido.com – Enter code: MENNOPLACE





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TYPE YOUR OWN
QUESTION

CLICK THE THUMB TO
VOTE ANOTHER QUESTION
UP IN POPULARITY

Ask the speaker

S Type your question

Popular Recent 4 questions

B Bonnie Bidell 1 week ago 2

For families, could a video be made, teaching us what to expect for our parents now in full care?
From admin, head nurse, nursing station, Who to contact?

→ Reply

D Deb Ens 2 days ago 2

Is it possible to have more "Menno Content" on the "Menno Channel"? For example, a short daily devotion by John or Ingrid during lockdown?

→ 2 replies

D Deb Ens 2 days ago 1

Is it possible for residents who are on "lockdown" to have a safe neighbour on their floor who they could see and visit with? "Lockdown" is so isolating!

→ Reply

V Velda Olding 5 days ago 0

Can you create a secure method to send clothes for labels? ie envelope listing clothes & signed for when received for labelling and back to the residents?

→ Reply



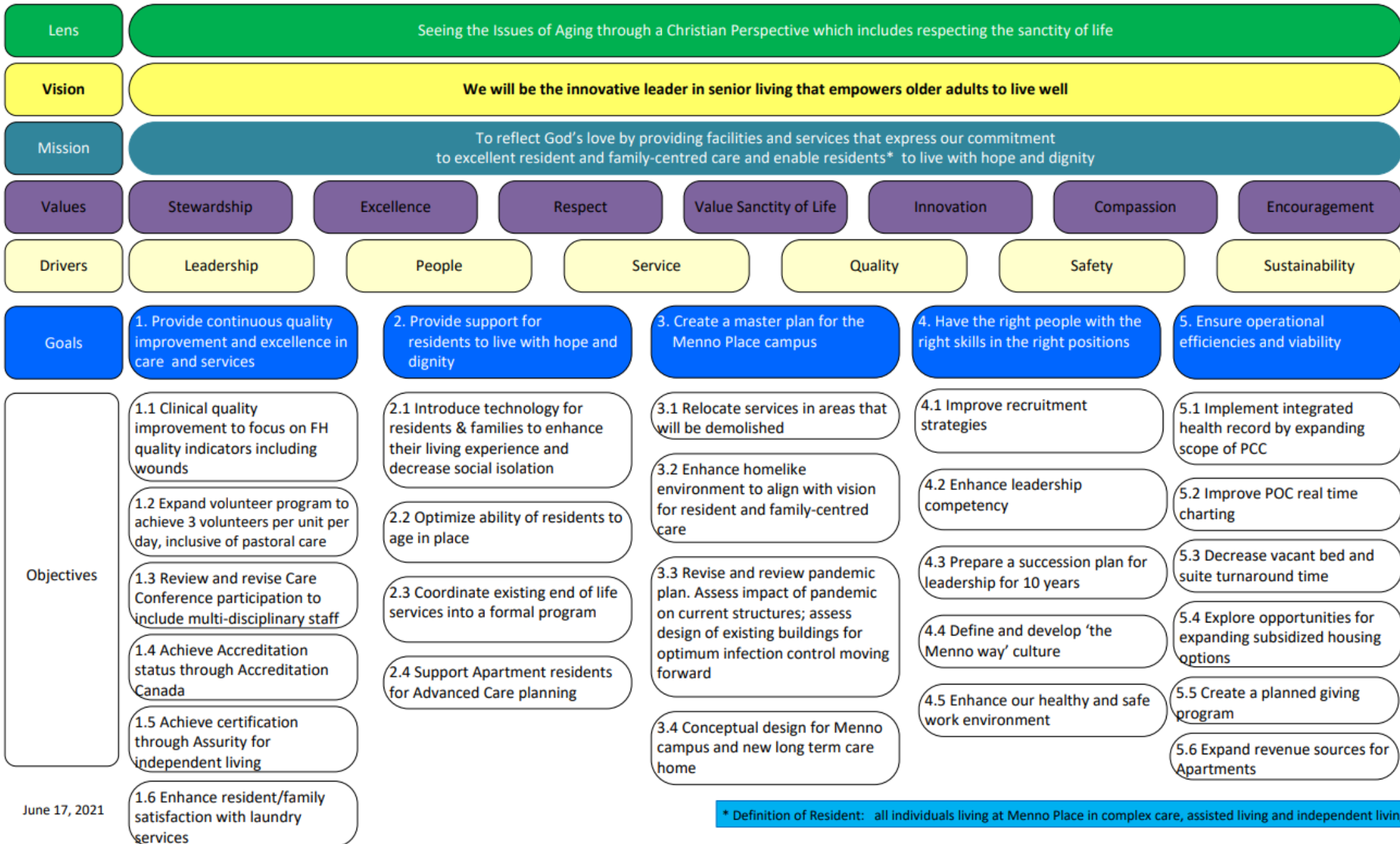


STRATEGIC FRAMEWORK

STRATEGIC FRAMEWORK

- MENNO PLACE 3 YEAR STRATEGIC FRAMEWORK: JUNE 2021 – DECEMBER 2024





June 17, 2021

* Definition of Resident: all individuals living at Menno Place in complex care, assisted living and independent living

LENS

- SEEING THE ISSUES OF AGING THROUGH A CHRISTIAN PERSPECTIVE WHICH INCLUDES RESPECTING THE SANCTITY OF LIFE



VISION

- WE WILL BE THE INNOVATIVE LEADER IN SENIOR LIVING THAT EMPOWERS OLDER ADULTS TO LIVE WELL

MISSION

- TO REFLECT GOD'S LOVE BY PROVIDING FACILITIES AND SERVICES THAT EXPRESS OUR COMMITMENT TO EXCELLENT RESIDENT AND FAMILY-CENTERED CARE AND ENABLE RESIDENTS TO LIVE WITH HOPE AND DIGNITY



VALUES

- STEWARDSHIP
- EXCELLENCE
- RESPECT
- VALUE SANCTITY OF LIFE
- INNOVATION
- COMPASSION
- ENCOURAGEMENT

DRIVERS

- LEADERSHIP
- PEOPLE
- SERVICE
- QUALITY
- SAFETY
- SUSTAINABILITY



GOALS

1. PROVIDE CONTINUOUS QUALITY IMPROVEMENT AND EXCELLENCE IN CARE AND SERVICES

1.1 Clinical quality improvement to focus on FH quality indicators including wounds

1.2 Expand volunteer program to achieve 3 volunteers per unit per day, inclusive of pastoral care

1.3 Review and revise Care Conference participation to include multi-disciplinary staff

1.4 Achieve Accreditation status through Accreditation Canada

1.5 Achieve certification through Assurity for independent living

1.6 Enhance resident/family satisfaction with laundry services



MENNO PLACE

GOALS

2.1 Introduce technology for residents & families to enhance their living experience and decrease social isolation

2.2 Optimize ability of residents to age in place

2.3 Coordinate existing end of life services into a formal program

2.4 Support Apartment residents for Advanced Care planning

2. PROVIDE SUPPORT FOR RESIDENTS TO LIVE WITH HOPE AND DIGNITY



GOALS

3. CREATE A MASTER PLAN FOR THE MENNO PLACE CAMPUS



3.1 Relocate services in areas that will be demolished

3.2 Enhance homelike environment to align with vision for resident and family-centred care

3.3 Revise and review pandemic plan. Assess impact of pandemic on current structures; assess design of existing buildings for optimum infection control moving forward

3.4 Conceptual design for Menno campus and new long term care home

GOALS

4. HAVE THE RIGHT PEOPLE WITH THE RIGHT SKILLS IN THE RIGHT POSITIONS

4.1 Improve recruitment strategies

4.2 Enhance leadership competency

4.3 Prepare a succession plan for leadership for 10 years

4.4 Define and develop 'the Menno way' culture

4.5 Enhance our healthy and safe work environment



GOALS

5.1 Implement integrated health record by expanding scope of PCC

5.2 Improve POC real time charting

5.3 Decrease vacant bed and suite turnaround time

5.4 Explore opportunities for expanding subsidized housing options

5.5 Create a planned giving program

5.6 Expand revenue sources for Apartments

5. ENSURE OPERATIONAL EFFICIENCIES AND VIABILITY





FAMILY & FRIENDS SATISFACTION SURVEY

FAMILY & FRIENDS SATISFACTION SURVEY

AN ANNUAL SURVEY DONE TO CONNECT WITH THE FAMILIES, FRIENDS AND LOVED ONES OF THE RESIDENTS AT MENNO PLACE

2018 - 121 respondents

2019 - 113 respondents

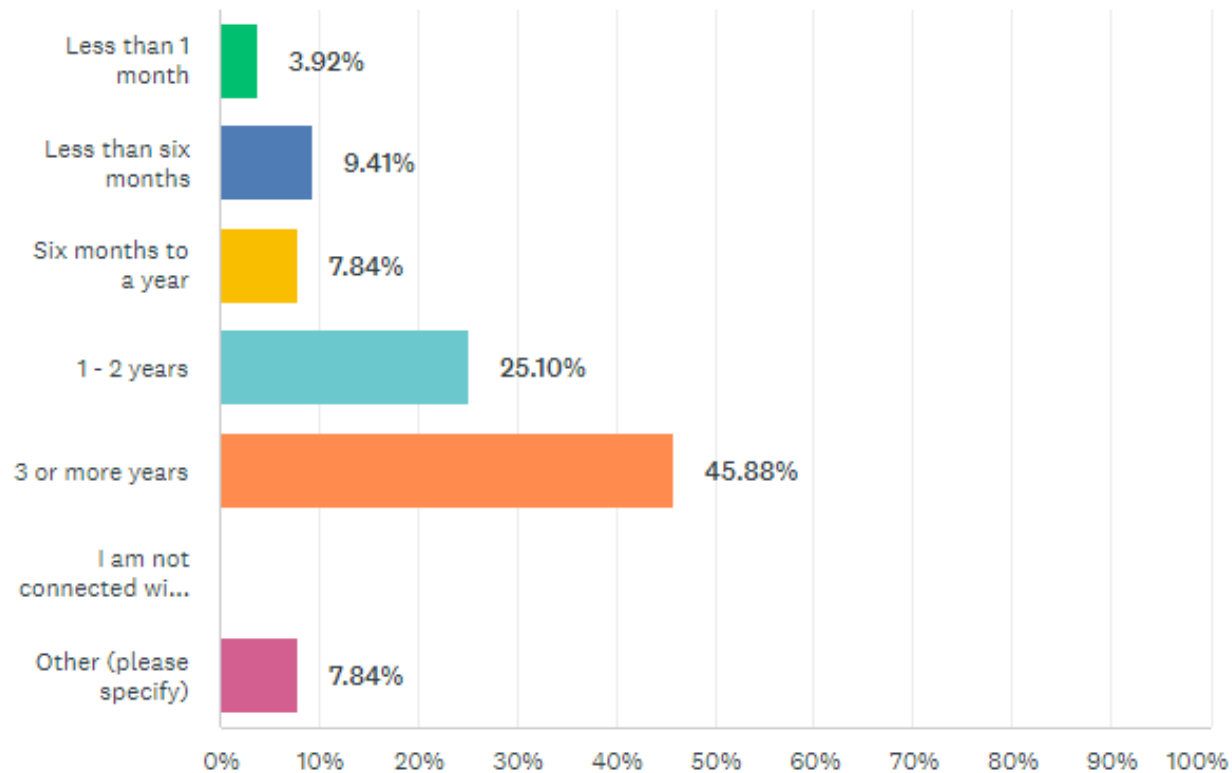
2020 – No survey done

2021 – 255 respondents



How long have you been connected to Menno Place as a family member or friend of a resident?

Answered: 255 Skipped: 0

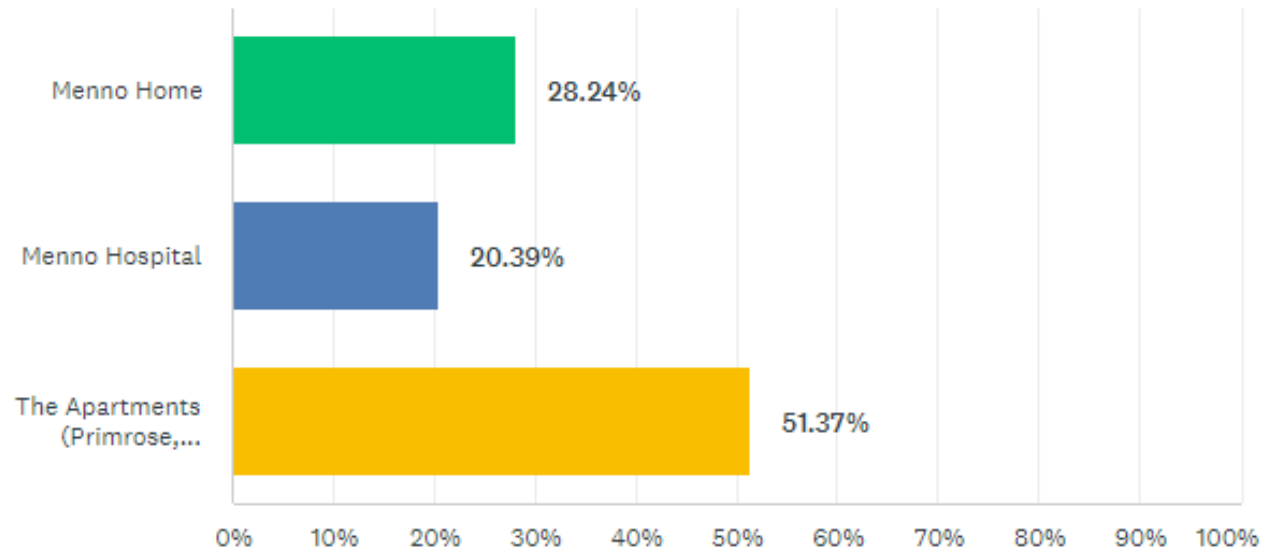


2018	2019
3+ years	3+ years
37.19%	33.63%



What area of Menno Place is most relevant to you?

Answered: 255 Skipped: 0

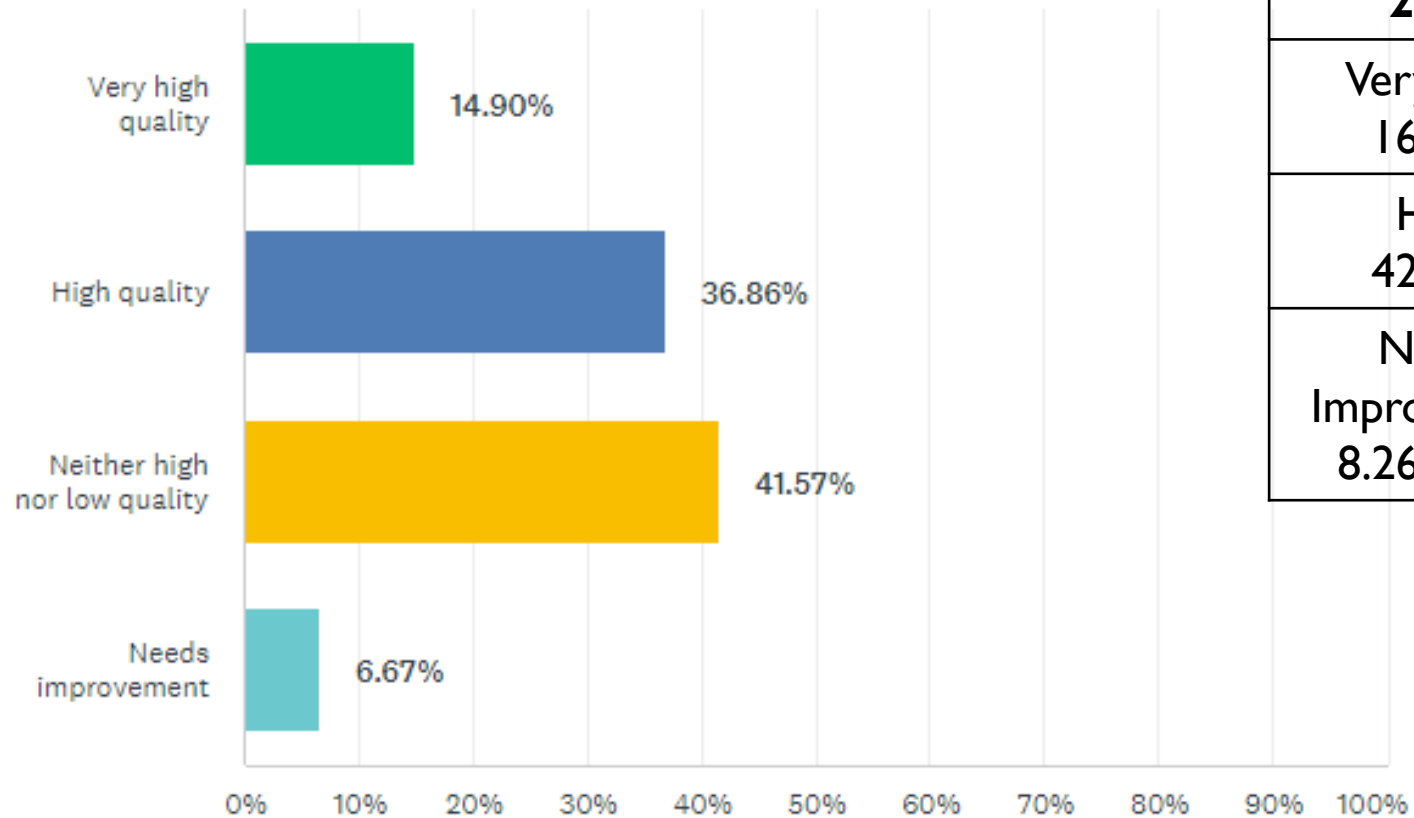


2018	2019
Home 41.32%	Home 39.82%
Hospital 38.67%	Hospital 39.82%
Apts 19.01%	Apts 20.35%



Recreation: How would you rate the quality?

Answered: 255 Skipped: 0

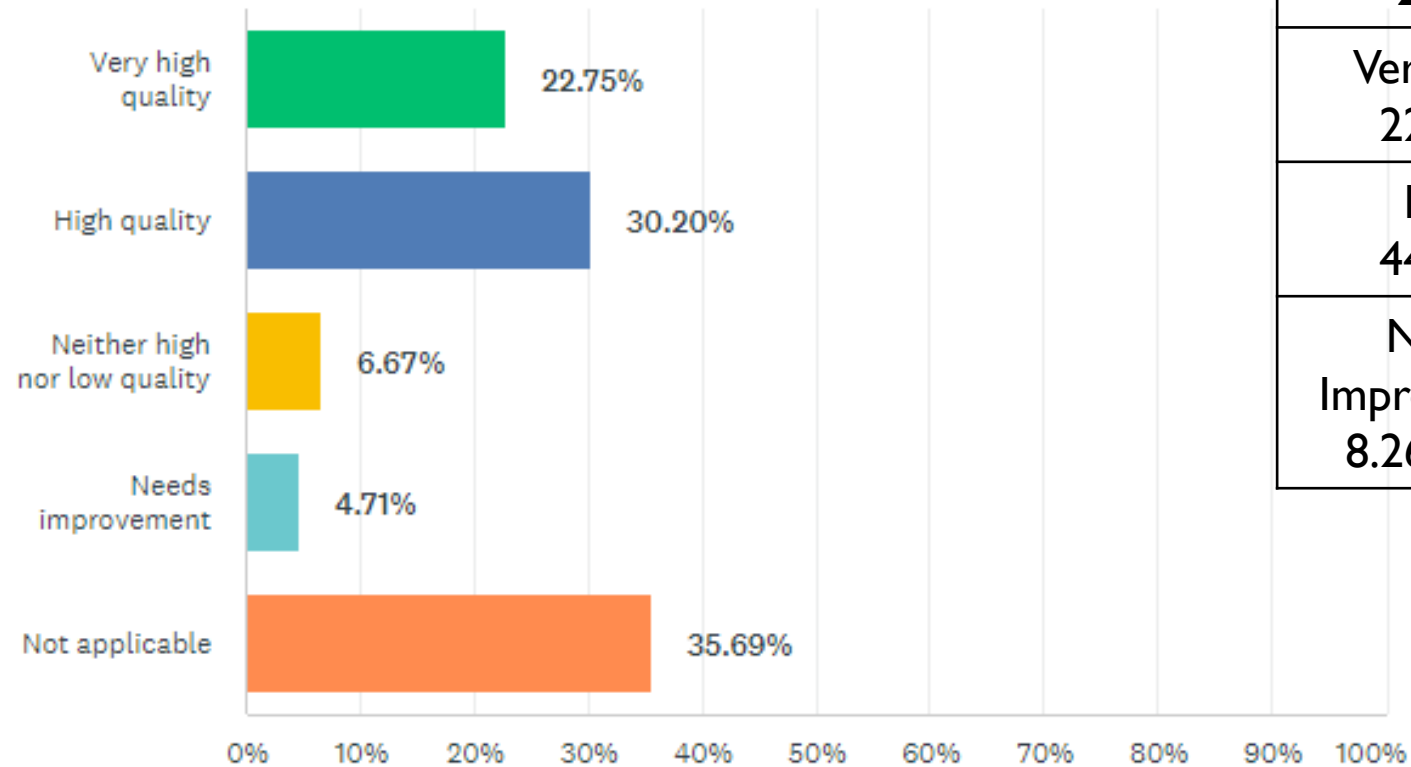


2018	2019
Very High 16.53%	Very High 22.12%
High 42.98%	High 44.25%
Needs Improvement 8.26% (10)	Needs Improvement 8.85%



Nursing Care: How would you rate the quality?

Answered: 255 Skipped: 0

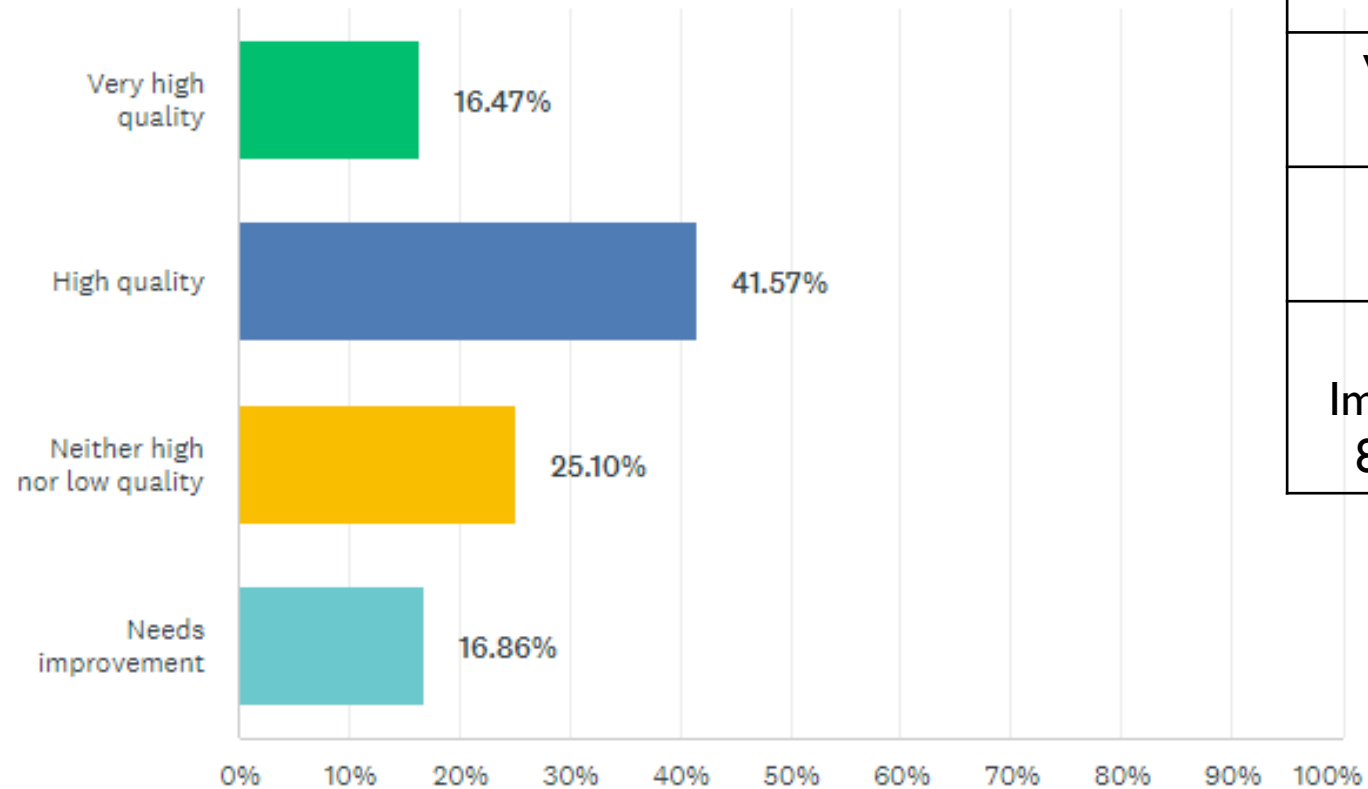


2018	2019
Very High 22.31%	Very High 23.01%
High 44.63%	High 39.82%
Needs Improvement 8.26% (10)	Needs Improvement 12.39% (14)



Meals and Dining Experience: How would you rate the quality?

Answered: 255 Skipped: 0

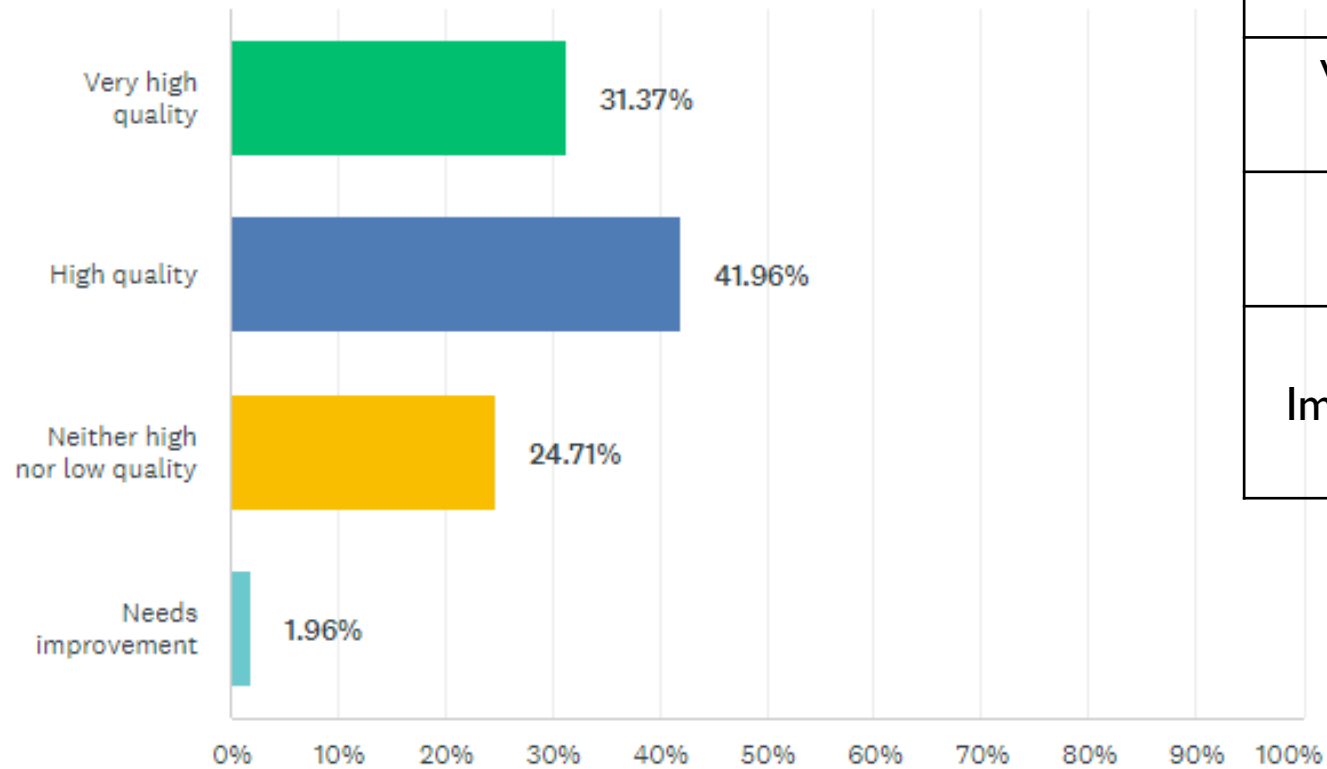


2018	2019
Very High 22.31%	Very High 20.35%
High 44.64%	High 38.05%
Needs Improvement 8.26% (10)	Needs Improvement 10.62% (12)



Pastoral Care (spiritual): How would you rate the quality?

Answered: 255 Skipped: 0

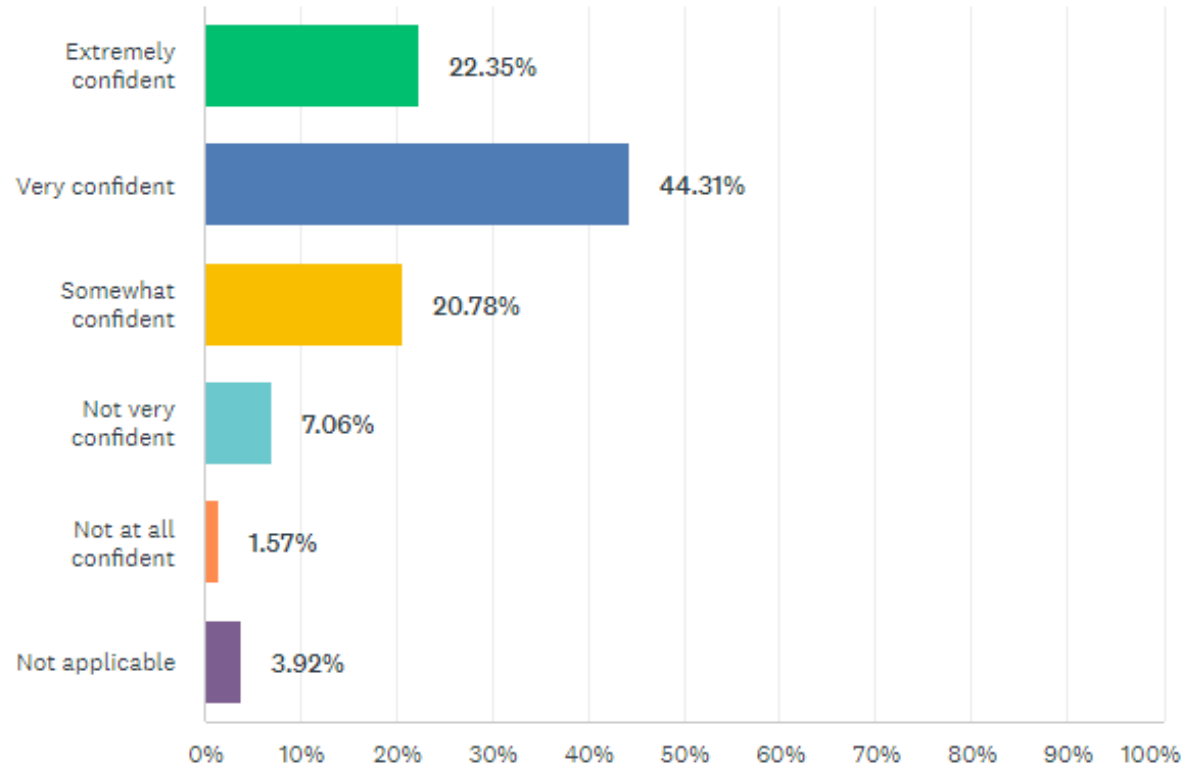


2018	2019
Very High 32.23%	Very High 38.94%
High 43.08%	High 38.94%
Needs Improvement 0%	Needs Improvement .88% (1)



How confident are you in knowing who to speak to if you have questions, concerns or suggestions?

Answered: 255 Skipped: 0

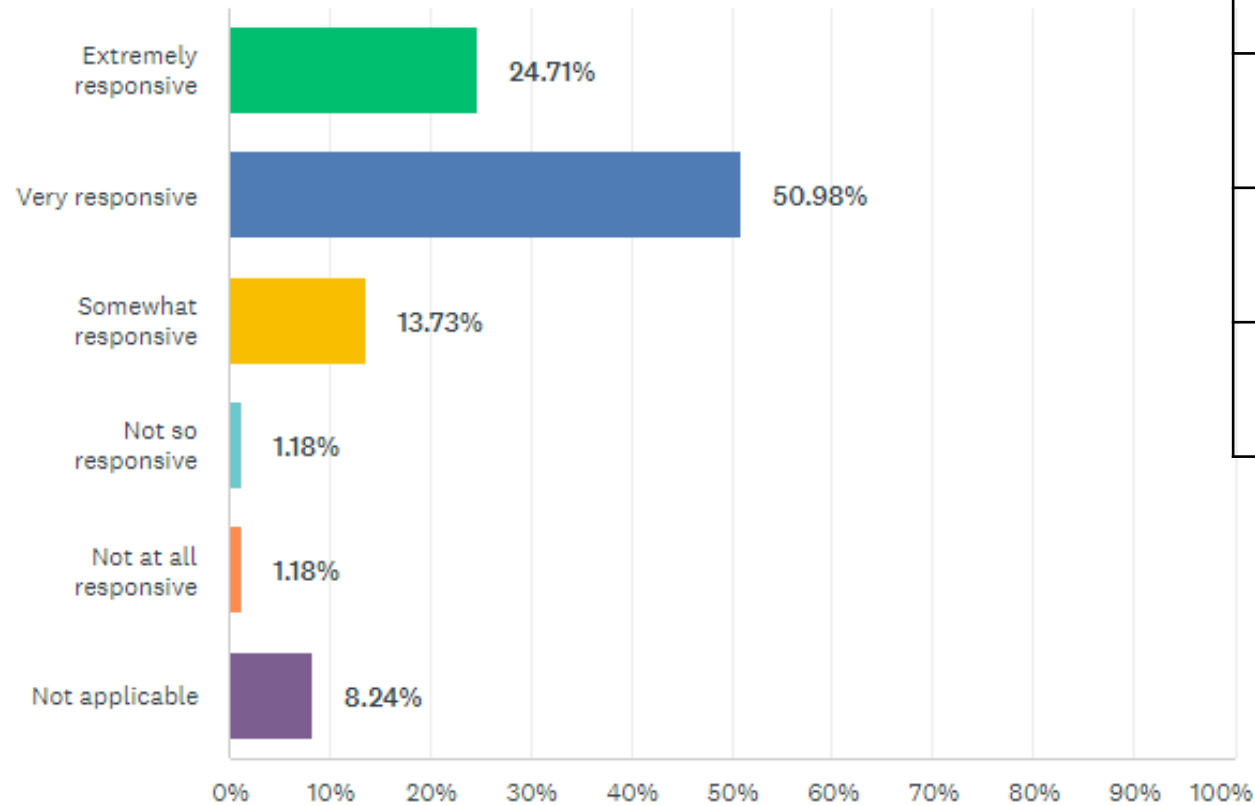


2018	2019
Extremely 32.23%	Extremely 26.55%
Very 34.71%	Very 38.05%
Not at all 1.65% (2)	Not at all 2.65% (3)



How responsive have we been to your questions or concerns?

Answered: 255 Skipped: 0

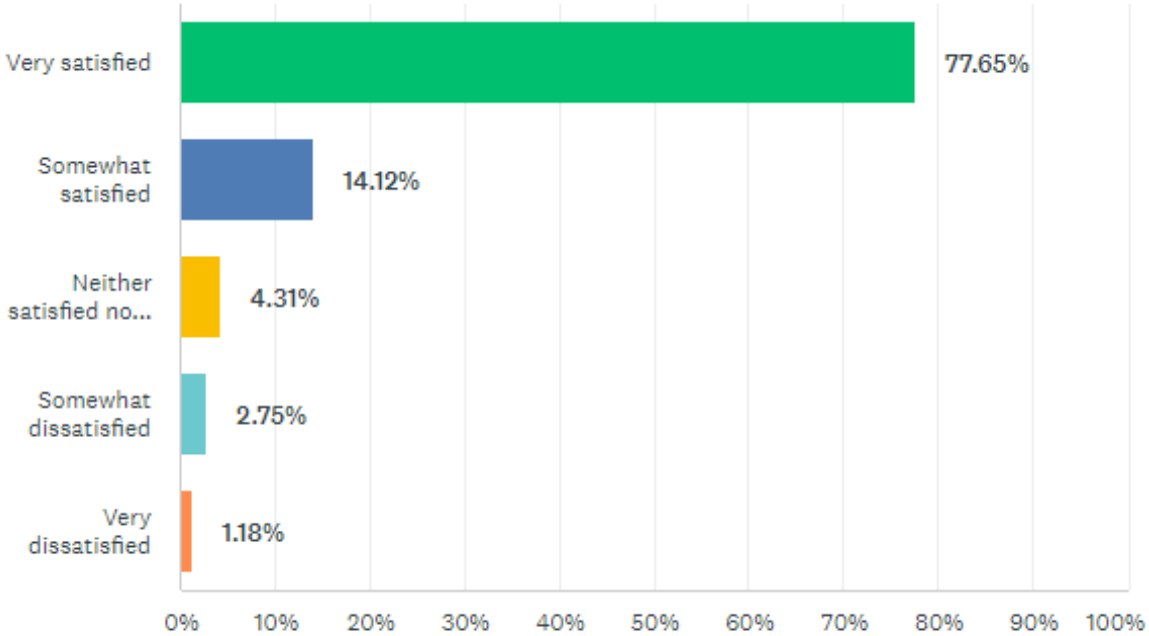


2018	2019
Extremely 31.40%	Extremely 23.01%
Very 38.84%	Very 52.21%
Not at all 0%	Not at all .88% (1)



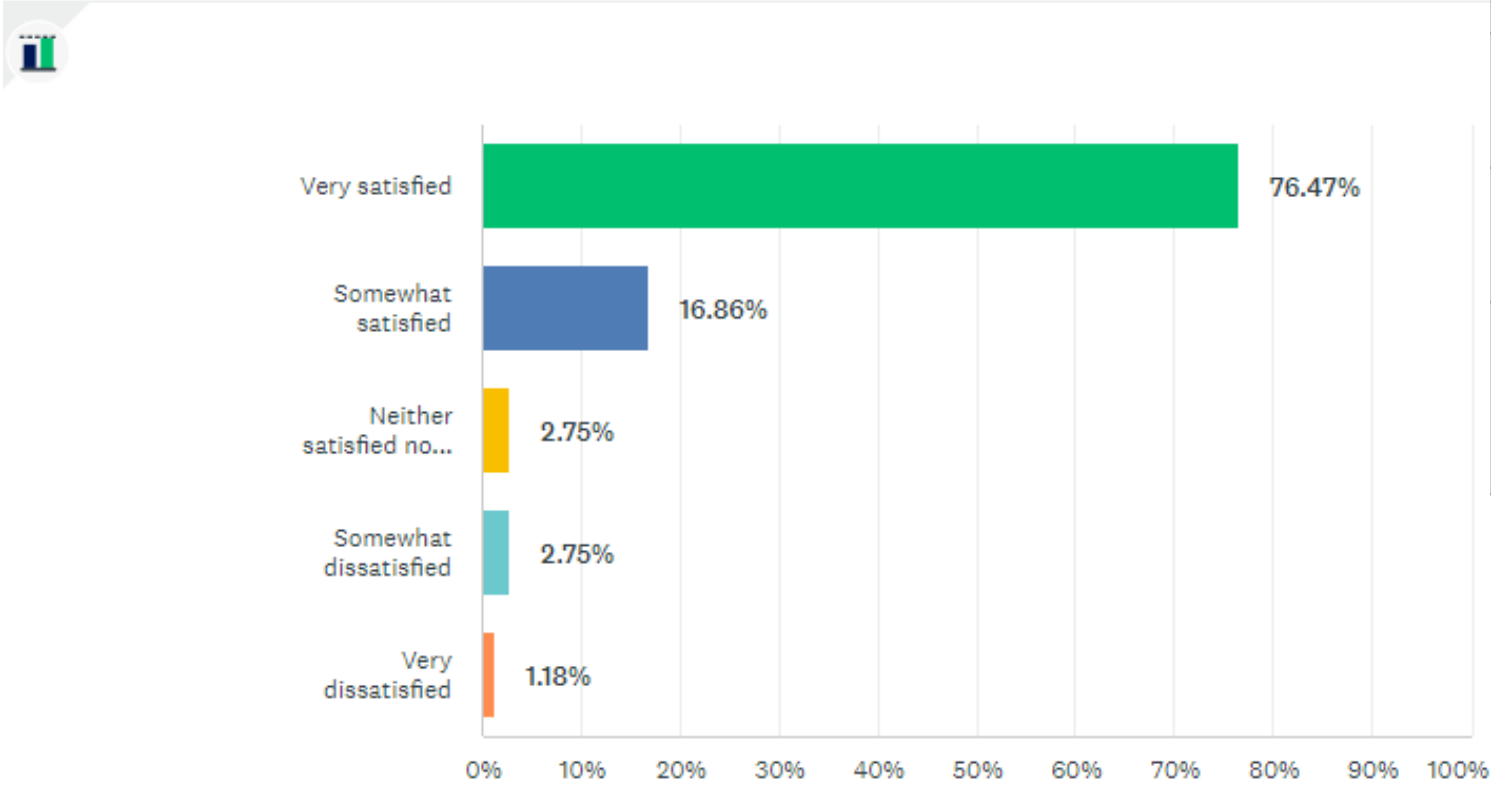
How satisfied or dissatisfied are you with the safety of Menno Place for your loved one during the COVID pandemic?

Answered: 255 Skipped: 0



Overall, how satisfied or dissatisfied are you with Menno Place?

Answered: 255 Skipped: 0



2018	2019
Very 72.73%	Very 70.80%
Somewhat 18.18%	Somewhat 22.12%
Very dissatisfied .83% (1)	Very Dissatisfied .88% (1)





FAMILY & FRIENDS SATISFACTION SURVEY

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MENNO PLACE & COVID

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- PROACTIVE PREVENTION PROTOCOLS
 - In an abundance of caution... protocols determined for the prevention of COVID transmission
 - Lockdown prior to the PHO order – March 2020
 - Single-site practice at Menno Place prior to the single-site order
 - Protocols applied to all areas of our Campus of Care including Independent Living
 - Rapid testing earlier than provincial recommendations
 - Historically had an Infection Prevention Control - IPC Lead at Menno Place prior to COVID
 - Protocols for deliveries, security and registered visitors in the Apartments
- ADVOCACY
 - Provincial – meeting with the Minister of Health; Leadership with BC Care Providers
 - Represented Affiliates in the single-site committee
 - Media interviews
 - Advocacy for rapid testing
 - Vaccinations for Independent Living residents
 - Third booster shot for seniors



MENNO PLACE & COVID

- **OUTBREAKS**
 - Menno Home E2 – 14 residents passed away / 42 residents; 24 staff COVID + (Nov 17-Jan23)
 - Menno Home E1- 2 residents passed away / 22 residents; 16 staff COVID + (Sept. 1-Sept 17)
 - Terrace East – 3 residents passed away / 9 residents; 0 staff COVID + (Sept 17-Oct 3)
 - Terrace West – 1 resident COVID+
 - Pavilion – 2 residents passed away from COVID (not related to an outbreak)
- **THE TEAM**
 - **COVID-19 DAILY RESPONSE TEAM**
 - Leadership Team + Enrichment Team / Social Workers / Chaplains
 - Union / Association Representatives
 - **CARE STAFF LEADERSHIP**
 - Infection Control + Prevention Lead / Director of Care, Menno Home – Kim Scott
 - Director of Care, Menno Hospital – Smitha Varghese
 - Manager, Community Enrichment at the Apartments – Cheryl Dawes
 - **SUPPORT TEAMS:** Staffing, Inventory/Stores



MENNO PLACE & COVID

- VACCINATION – STAFF RATES
 - Menno Hospital
 - Vaccinated: 97%
 - Unvaccinated: 3%
 - Menno Home
 - Fully Vaccinated: 97%
 - Unvaccinated: 3%
 - Apartments
 - Fully Vaccinated: 96%
 - Unvaccinated: 4%



MENNO PLACE & COVID

- VACCINATION – RESIDENT RATES
 - Menno Hospital
 - Fully Vaccinated: 98.6%
 - Menno Home
 - Fully Vaccinated: 96% + Partially Vaccinated = 98%
 - Apartments
 - Fully Vaccinated: 97%



MENNO PLACE & COVID

- VISITS TO RESIDENTS AT MENNO PLACE
 - October 12th – Fully vaccinated visitors only



MENNO PLACE & COVID

- CONNECTING WITH YOUR LOVED ONES
 - Safe Visits – April 1 – July 18: **2,207 screen-ins**
 - Social Visits – July 19 – present: **13,839 screen-ins**
 - Send a Message of Love: March 18 – present: **2,633 messages delivered**
 - Zoom Calls – **4931 zoom calls**
- COMMUNICATION
 - www.MennoPlaceLife.com – **212,377 page views**
 - www.facebook.com/groups/MennoPlaceLife – **871 members**
 - Email subscribers – **1696 subscribers / 84% highly engaged**
 - Compliments / Concerns / Ideas – www.MennoPlace.ca/compliments-concerns-ideas





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PLEASE GIVE US YOUR FEEDBACK

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