Message from the Commissioner

Seniors’ Services Division is comprised of the vibrant “community” known as Sunnyside and a leading edge Community Programs Unit that support older adults to age with dignity. The Division has a long and rich history of exemplary care, creativity in program development and connection to the surrounding neighbourhood.

The 2015-2018 Seniors’ Services Strategic Plan is a road map that, while building upon a history of success, introduces new, best practice person-centered approaches to ensure consistency in staffing for residents, high quality care and the best possible resident experience. Through analysis of our program and business practices, we will ensure that we operate efficiently making the best use of the resources we have available. Academic and community partnerships will continue to be a hallmark of our practice; recognizing that proctoring students and partner involvement improve our clinical and programming skills and strengthen both the culture and vitality of the Sunnyside community. This plan is the culmination of input from residents and their families, staff, volunteers and partners and our unified belief that we can evolve the culture of the Division and ensure we are the best we can possibly be. This plan has also been developed to link directly with the 2015-2018 Strategic Plan of Regional Council to ensure our strategic and operational plans are in alignment.

As Commissioner, I am very proud of the leadership, staff, programs and services that combine to create Seniors’ Services. I hope you will find this plan both informative and inspirational.

Best regards,
Douglas
Douglas E. Bartholomew-Saunders
Commissioner, Community Services
Region of Waterloo
Featured Artists from the Seniors’ Services Community

Pablo Picasso said, “the purpose of art is washing the dust of daily life off our souls”. Interspersed throughout the plan you will find images of artwork created by some of the artists from the Seniors’ Services Community. We hope that the images will serve as a reminder of the “why” behind every action in the plan— and that is the people of the Sunnyside community. We would like to thank all of the artists for allowing us to feature their work in our plan and for their ongoing efforts to wash “the dust of daily life off our souls”.

Hannah Baker
Hannah purchased her first camera, Canon digital point and shoot in March 2015 when she joined the Sunnyside Photography Club. Hannah prints many of her photos to put in her scrapbook – another hobby she loves. Hannah enjoys taking photos of sunsets, the changing seasons, family and friends and photos from the community outings and special events at Sunnyside.

David Bassil
David started taking photographs in his early teens. David’s first camera was the “Brownie” which was a 127 film camera with external bulb flash. He developed the film in his dark room that he set up in his fruit cellar. David had not taken photos for many years before joining the Sunnyside Photography Club in May 2015. David is now taking beautiful pictures with his Fuji digital point and shoot. David says photography is “an exciting hobby” and allows him to capture different views and scenery.

Left to Right: Featured artists Hannah Baker, Ruth Martin and David Bassil, Photographers
Featured Artist: Ruth Martin

Ruth has been taking pictures most of her life but became passionate about it in the last four years. Photography motivates her to get outside and enjoy our beautiful campus grounds often with her cat alongside on a leash. Co-facilitator of the Sunnyside Photography Club, Ruth is inspired by whatever is in front of her. She feels even a twig is beautiful when the light hits it just right. She enjoys taking photos of wildlife and flowers especially close up but also loves to capture special moments in the lives of people. Ruth shares her photos with family, friends and neighbours in her blog: www.ekkarat60.blogspot.ca. There is also a blog for the Sunnyside Photography Club: www.245photos.blogspot.ca

Ruth Martin’s Photographs:

Front cover: “Arm and Arm”
Top right: “First Life”
Bottom right: “Rainy Day Beauty”
Bottom left: “Undaunted Finch”

Management Team Photo (p. 7): Julie Wheeler
Featured Artist: Martin Hendel

Martin told us that his love of art started young, commenting “I knew I wanted to be an architect and as a result, I spent my career designing buildings and structures”. Martin explains that art and architecture have similarities in that they both demand creativity and patience. Martin loves creating on a canvas and is inspired by seeing the art and talent of others. He commented, “art is like a puzzle, each piece has a place, much like the colours on a canvas. The finished product is so rewarding”.

Featured Artist: Alberta Oesch

Alberta attends the Homer Watson Art group each month, participates in the weekly art group and enjoys colouring in adult colouring books on her own. Alberta commented “I have always enjoyed working on art. Even back in school I remember liking art class, I just never had the time to do it. Now I have more time, and I fill my day up working on colouring. I could sit all day and colour.”

Featured Artist: Nestie Pepper

When asked about her artwork, Nestie explained that she had “no interest in art, until I came to Sunnyside 5 years ago”. Nestie attended the Homer Watson Art group and “fell in love with art”, commenting that “the people were kind and down to earth, the art was beautiful” and that “from then on, I was hooked”. Nestie loves the blending of colours when she paints, and marvels that “every piece is different and unique to the person who painted it”.

Featured Artist: Howard Gastmeier

Howard’s artistic pursuits began in childhood. The pencil drawing of Canadian singer Deanne Durbin (pictured below) was completed at age 15 in 1937. Howard’s early work was completed in pencil although now he usually paints in oil. He also sculpts using a variety of woods but tends to work mainly with mahogany. His family tells us that Howard is very self-driven and a perfectionist by nature. Howard’s inspiration is the beauty of an object or idea and his need to create it.

Left: “Deanna Durbin” done by Howard Gastmeier in pencil and wash at age 15 (1937).

Right: “Zola the Cat” in oil, painted by Howard Gastmeier at age 90.
Meet the Seniors’ Services Management Team

**Connie Lacy,**
Director, Seniors’ Services
519-893-8494 ext. 6310

**Trevor Noseworthy**
Manager, Food Services and Environmental Services
519-893-8494 ext. 6302

**Caroll Watson,**
Manager, Administration
519-893-8494 ext. 6309

**Diana Ulett,**
Manager, Resident Care
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**Helen Eby,**
Administrator, Long-Term Care
519-893-8494 ext. 6055

**Julie Wheeler,**
Manager, Community Programs
519-893-8494 ext. 6370
Overview of Services

The services and programs delivered by the Seniors' Services Division serve as a model of integration and collaboration and are very consistent with the Waterloo Wellington Local Health Integration Network emphasis on efficiency in health service delivery. The division delivers a continuum of services that ranges from programs that support older adults to age at home to housing with supports. At one end of the continuum is the Sunnyside Wellness Centre and at the other end is Long-Term care. In addition to the programs and services provided on the Sunnyside Campus, the Community Alzheimer Program has two satellite locations: one in Cambridge and one in Waterloo.
Vision, Mission and Values

As a Division of the Region of Waterloo Community Services Department, Seniors’ Services is guided by both the Region of Waterloo vision, mission and values as well as the vision and mission that was developed by Seniors’ Services.

Region of Waterloo Vision:

**Waterloo Region**
a community where people matter and ideas grow.

Region of Waterloo Mission:

**We serve**
with caring and responsible government.

**We engage**
by listening and responding to community needs.

**We inspire**
with new ideas and creative solutions.
Seniors’ Services Vision and Mission

Vision
Sunnyside Seniors’ Services is a recognized leader in enabling adults to age with dignity.

Mission
Sunnyside Seniors’ Services enables adults to age with dignity. We provide innovative programs, services, housing and long term care. The needs of the aging adults are met through our commitment to planning, community partnerships, research and education.

“More than a Home … a Community”

How the Strategic Plan was Developed
The Seniors’ Services Strategic Plan reflects the Strategic Priorities of the Region of Waterloo and the Community Services Department’s Strategic Plan. It was developed in collaboration with staff as well as the division’s three advisory committees:

- Resident’s Council
- Family Council
- Volunteer Advisory Committee

The three committees identified the following priorities for the Seniors’ Services division to focus on:

- Increased Personal Support Worker consistency
- End of life care
- Dementia care
- Expanding the menu to better meet the needs of those requiring cultural and religious diets.

All of these focus areas have been incorporated into the actions listed in the plan.
Strategic Focus Area 1: Support the Completion of Actions from the Corporate (Region of Waterloo) and Departmental (Community Services) Strategic Plans and Legislative Requirements

1. Review Nursing and Homemaker Services Program to determine Service Delivery Options.
3. Complete a cost/benefit analysis of laundry services and identify options for future directions.
4. Complete a cost/benefit analysis and identify options for future directions for the Food Services program area.
5. Strengthen the green bin program and other waste reduction opportunities on the Sunnyside campus.
6. Work with key stakeholders to review and update the Seniors’ Services mission and vision statements.
7. Expand the Community Wellness Program Sunnyside Hub.
8. Develop a plan to celebrate Sunnyside Home’s 150th Anniversary in 2018.

Left: Artwork created by Alberta Oesch

Right: Painting by Nestie Pepper
Strategic Focus Area 2: Improve the Quality of Care Provided to Residents and Clients

1. Involve residents, families and volunteers in the decision making process through the creation of a joint advisory committee for Sunnyside Home.

2. Enhance the quality of life for residents/clients living with memory loss by making environmental modifications and incorporating best practices in dementia and person-focused care through the “still ME initiative.

3. Work towards the goal of having the same Personal Support Workers consistently providing care for the same residents so that they get to know the resident’s preferences and can better anticipate their needs.

4. Review the palliative care strategy to ensure a consistent approach across Sunnyside Home.

Top: Oil abstract painting, “Wind, Sea and Sails” by Howard Gastmeier

Bottom: Birds Sculpted in mahogany, by Howard Gastmeier
Strategic Focus Area 3: Foster/enhance academic and community partnerships and provide support to families/caregivers

1. Launch the Community Alzheimer Program Leadership Council with membership that includes clients, family and community partners.
2. Enhance pastoral care for residents by maximizing partnerships.
3. Develop a strategy for attracting, welcoming, supporting and transitioning students.
Strategic Focus Area 4: Streamline and integrate business processes to improve service and increase efficiency

1. Use the Lean methodology to identify efficiencies in business processes through the Share the Care initiative.

2. Review communication materials to ensure that they are accessible and easy to understand.

3. Provide seamless customer service across the division.

4. Implement new software programs for the Community Alzheimer Program and for the Homemakers and Nurses Services program.

5. Identify and implement changes to adapt to the increasingly diverse needs of residents, clients and tenants (e.g., menu items, culturally responsive programs).

Top: Painting by Martin Hendel
Bottom: Photo by Ruth Martin, “First Bite”
Message from the Director

I am delighted to be able to present to you the Seniors’ Services Strategic Plan for 2015-18.

This Strategic Plan links the priorities of The Region of Waterloo, the Community Services Department and Seniors’ Services Division with the priorities and directions of the Ministry of Health and Long Term Care (MOHLTC), the Waterloo Wellington Local Health Integration Network (WW LHIN) and most importantly those of staff, residents, tenants, clients, families, volunteers and other stakeholders. The plan sets priorities and provides us with a guide for our work until the end of 2018. Using the principle of “Nothing about me without me”, the plan takes a person-centred approach to seniors’ services and was developed with considerable consultation with all involved parties.

Special thanks goes to Kelly Buxton for drafting the document and most importantly our amazing residents, tenants and clients who contributed their beautiful artwork.

Connie Lacy,
Director, Seniors’ Services
To request a copy of this plan in an alternative format, please contact Kelly Buxton at 519-893-8494 extension 6388.