



THE Villager

A NEWSLETTER OF SUNNYSIDE VILLAGE

Summer 2016

Sunnyside Village
celebrates major
recognitions PGS. 2-3



Resident Ralph Haas works with Paul Evans to chisel an ice sculpture during Sunnyside's Appreciation Event.

Sunnyside Village earns multiple top recognitions—

CELEBRATES ACHIEVEMENTS

Sunnyside Village strives to hold itself to the highest standards for its residents and employees, and this year is no exception. Resident input through a biennial satisfaction survey and community opinion resulted in outstanding rankings and awards validating the efforts.

Sunnyside Village residents participate in a confidential satisfaction survey every two years conducted by Holleran Consulting, a senior living industry leader. Holleran collected detailed answers on a list of questions from residents across campus for an entire month in the fall of 2015. The surveys also included open-ended questions with written answers. The results were tabulated, analyzed and compared to senior living communities in 36 states. Sunnyside scored well above the ninetieth percentile on all Holleran benchmark comparisons.



Left to right: Happy residents Mary Ann Davis, Gracie Lamphere, Bonna Kuehnl, and Nancy Richter.



Top results from across all Sunnyside levels of care achieved Holleran Highest Honors on a number of survey items including:

- Overall satisfaction with Sunnyside Village
- Value for price paid at Sunnyside,
- Long-term confidence in our future
- Fulfillment of our mission statement

Residents also rated Sunnyside for the following strengths, resulting in more honors:

- Quality of spiritual services
- Opportunities to engage in a variety of resident activities
- Friendliness and courtesy of staff
- Appearance of exterior grounds and appeal of common areas
- Cleanliness of community and common areas
- Quality of care in the assisted living and the health and rehabilitation center

The takeaway for Sunnyside leadership is to continue to ensure the quality of those things that are working, and find ways to continue improving the experience for residents and employees alike.

Sunnyside scored well above the ninetieth percentile on all Holleran benchmark comparisons.

“I think it’s important for each resident voice to be heard, to have the opportunity to speak. When we sit in a group meeting, we can only capture a percentage of voices,” said J. David Yoder, executive director of Sunnyside Village. “This survey is an opportunity for each resident to speak into their experience at Sunnyside and to express their individual affirmations or concerns.”



Sunnyside was also awarded two highly regarded First Place Awards in the Sarasota Herald-Tribune’s 2016 Readers’ Choice Poll—one for Best Retirement Center and One for Best Assisted Living—an unexpected recognition that Sunnyside did not seek. The awards are significant because they represent local community opinion and many business run campaigns to achieve the recognition. Sunnyside staff has been so busy serving residents that staff did not seek to create a campaign, and were completely surprised.



Boosted by both the survey results and recent awards, Sunnyside leadership wanted to express gratitude to residents, staff and supporting families by holding an appreciation event; a family friendly time in April for more than 600 people. There was opportunity to enjoy free barbecue, ice cream, fun and interaction among residents, their families and staff and their families. Kids of all ages enjoyed face painting, games, bounce houses and ice sculpting demonstrations. The celebration was full of smiling faces.

“That evening was the most accurate picture of ‘team Sunnyside’ that we’ve ever been able to create on campus,” Yoder said. “Residents count on staff to support them, and staff count on residents to keep them informed. It’s a community spirit that is special.”

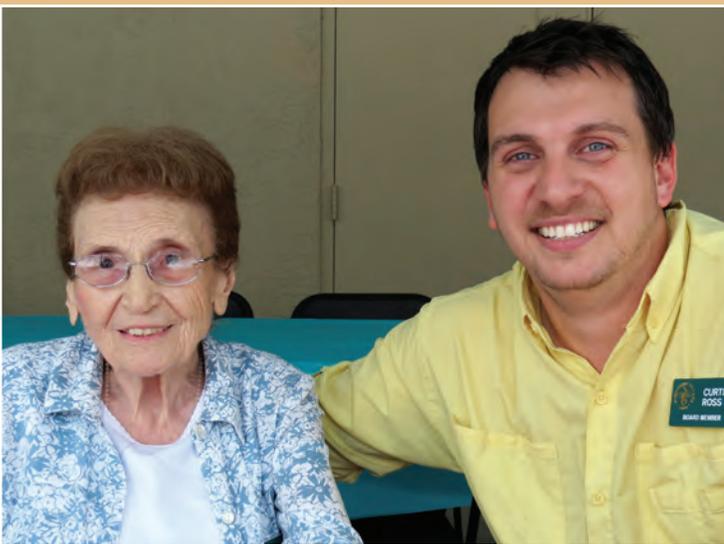
Residents were proud to be a part of the moment. Thank you notes and kind words flooded in soon after. Norm and Dianne Cook expressed their appreciation. “Everything was terrific and far exceeded our expectations. Sunnyside is a special place with special residents and employees. We are blessed to live here.”

Ray Crozier said that “Sunnyside residents are blessed with much to celebrate,” and Peggy Long echoed the thoughts, “Thank you-not just from me but everybody I talked to. Sunnyside is truly A-1.”

SUNNYSIDE'S *Appreciation Event*



*Left: Daisy and Rolland McCune watch as great-grandson Mason slides through a bounce house.
Below: Marge Albrecht shares a happy moment with her grandson*



Lula Ross appreciates time with grandson, Curtis Ross, Jr. while her great-granddaughter Ainsley enjoys a face painting session.



Below: Glen King, of Sunnyside Manor, visits with Miriam Kreider and his great-granddaughter Jayci.
Left: It's girls' time for Ethel Mumford and her family.



Left: Dorothy Sawrie with Kirra and Reese McLoughlin.
Above: John Stevenson took in the festivities with his church friends.

WELCOME NEW RESIDENTS



Kay Zabetakis

Kay Zabetakis met people from many countries while she worked 25 years in the Foreign Service. She feels very fortunate to have had such an opportunity.

Kay was born and raised in Burgettstown, Penn. and attended college at Kent State University. Before working for the Foreign Service, Kay taught school for seven years.

She describes herself as a friendly,

outgoing person with a good sense of humor. Kay loves volunteering and being active, including volunteering at the Opera House, Van Wezel Performing Arts Hall, the Asolo Theater, and the Florida Studio Theater. She also enjoys exercising, tai chi, reading, line dancing, and folk dancing.

Kay chose to move to Sunnyside Village on the recommendation of friends.



Betty Heiden

Betty Heiden, along with her husband and father-in-law, built their first house themselves. "Yes," she says, "hammer and nails!" Aside from this achievement, Betty has also been a wife and mother, a model, worked in the space industry, and in real estate. Her parents were hard working and she appreciates their example.

Betty was born in Texas but raised in Washington State, where

she also went to college. She moved to Sarasota 40 years ago from Connecticut. She was married for 64 years to a wonderful man, and has five children and seven grandchildren. She enjoys sewing and volunteers at Doctors Hospital. Her favorite sports team is the Tampa Bay Bucs.

Betty feels Sunnyside Village is just right and looks forward to talking with other residents.



Ruth Muller

Ruth Muller has volunteered at hospitals both here and in New York, and was recently honored at Sarasota Memorial's 90th anniversary celebration for being the longest active volunteer. She is still volunteering there!

Ruth was born and raised in Brooklyn, N.Y., and moved to Sarasota 33 years ago from Glen Cove, N.Y. She worked in accounting, and her husband was in the Navy

for 20 years, and then with CBS for 20 years. As a result, they traveled a lot, which Ruth enjoyed. She has two sons and one grandson.

She was active in Eastern Star, and was their Worthy Matron, as well as becoming the High Priestess at the Ladies Shrine. She attends church at St John's Methodist, and is looking forward to all the friendly people to meet at Sunnyside Village.

WELCOME NEW RESIDENTS



Lee and Sharon Coonce

Lee Coonce has been a part of the technology evolution in offices, designing computer systems and supporting the users as they made the transition from manual

to computerized systems at the University of Missouri. He also used to build and repair computers, hunt, fish, travel in an RV and remodel homes. He enjoys listening to country music, news, politics, and NASCAR racing. He is a Missouri Tigers sports fan.

Lee and his wife, Sharon Coonce, who was an underwriter for Shelter Insurance, met through work at the University of Missouri. Combined, they have four children and seven grandchildren.

Sharon was born in Vandalia, Ill. and raised in Missouri. She attended

University of Missouri, graduating in 1985. She and Lee moved here seven years ago from Cape Girardeau, Missouri. She enjoys reading, travel, and her family. Her sports team is the St. Louis Cardinals.

Lee and Sharon are happy to call Sunnyside Village home, and were initially impressed with the high ratings of the health center, and what they saw on an earlier visit. They are glad to give up some of the responsibility and work of owning their own home.



James and Rachel Metzler

James and Rachel Metzler have shared in the suffering and agony of war by living and working with refugees. They were in Vietnam doing church work from 1962-70,

and adopted a son and daughter while there. They also were involved in church work in the Philippines from 1970-76, as well as U.S. assignments.

James was born in Lancaster County, Pennsylvania, and was raised in southern Alabama. He went to Eastern Mennonite University in Harrisonburg, Va., where he earned his BA in 1962. He went on to earn his MA in 1977 at Mennonite Seminary in Elkhart, Indiana.

Rachel was born and raised in Harrisonburg, Virginia. She became

a Registered Nurse, and met her husband when they were both working in a mental health hospital in Lebanon, Penn. She has done nursing work and volunteer work since 1954.

James and Rachel moved here in April of this year from Alabama to be closer to their daughter's family in east Orlando, and to be close to Mennonite churches. They are happy to be at Sunnyside Village, and are feeling blessed for the privilege. They look forward to meaningful retirement opportunities and support.



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Sunnyside Village

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Sunnyside is affiliated with Mennonite Health Alliance, Southeast Mennonite Conference, LeadingAge and LeadingAge Florida.

The mission of Sunnyside Village is to enrich the lives of residents, staff and the community by providing homes and facilities, services and programs in a Christian environment.

The power of community

By Chaplain Jarvis Hochstedler



The Chapel at Sunnyside Village.

The birth of our latest grandson, Silas, brought about some trying times for my son and his family. Nathaniel, his brother whom Ruby and I thought would be our last grandchild, was only eleven months old when Silas came into the world. You can only imagine the chaos brought to my

son's family and resources...two children under one. If there was ever a time when a young family needed "community" it was now. The "Preacher" in Ecclesiastes put it this way, "Though one may be overpowered by another, two can withstand him. And a threefold cord is not easily broken (Ecc. 4:12)." My "talk" with them was gentle, but to the point. If they did not find some sort of community support mechanism, life was going to be incredibly more difficult than need be. They were a single cord, but they needed to become a cord of three... themselves, church family and God! We all need community. Going it alone is exhausting, risky business. I want to especially encourage those who are caregivers. Caregiving will isolate you from community and the support you so desperately need. On the second Tuesday of every month there is a caregiver support group meeting in the Sunnyside Village Chapel conference room at 7:00 p.m. This summer's sessions are July 12 and August 9. It is a time of support and education led by qualified therapists, who themselves were long time caregivers.