

Pleasantview the Home

Winter 2015

Present Years-of-Service Pins to Staff

Pleasantview staff and guests were greeted by Executive Director David Heusinkveld at the annual Christmas Party on December 9th at Kalona Mennonite Church. Luanne Yoder and Mary Helen Miller prepared the delicious roast turkey dinner, complete with soup, salads, home-grown corn, mashed potatoes and gravy, dressing, and an array of yummy desserts.

After the enjoyable dinner, Karen Schrock, Human Resources Specialist, presented the years-of-service pins with thank-you notes from their supervisors. Thirty-year pins were presented to Coletta Bontrager, Norma Miller, and Mary Helen Miller.

When asked to comment about her 30 years of service, Coletta Bontrager said, "I started as a nurses aide during my senior year of high school and have always enjoyed working with the

elderly." Coletta also worked as a floor nurse and is currently serving as an administrative nurse and is responsible for the MDS and care plans.



Norma Miller, Mary Helen Miller, Elvesta Hochstedler, Wanda Yoder, Coletta Bontrager, Rose Stai, and Vicki Bender receive their years-of-service pins.

Norma Miller began working at Pleasantview as a CNA/CMA. Later she worked as the receptionist and now serves as the Social Service Assistant. Norma said, "Each position has its special memories. The staff and residents have always created an 'at home' atmosphere that I am glad to be a part of. We have made many changes since I started. We used to write everything on paper and now we all use computers, but the care for the resident remains the same."

Mary Helen Miller started working as a CNA, then worked as Medication Aide, and now is the receptionist. Mary said, "Many residents come to my mind when I reflect on my years, but Chris Troyer was a person who had a great affect on my life. I remember his prayers at the table. I really have enjoyed learning to know residents and the people from the village and the friendships I have made."

Elvesta Hochstedler received a 20-year pin, and Wanda Yoder received a 15-year pin. Kay Bontrager and Rose Stai received 10-year pins. Those receiving 5-year pins were Vickie Bender and Shannon Connelly.

The evening ended with the tradition of singing Christmas carols led by Joette Droz.

Announce Mission Statement and Values

Pleasantview has a new mission statement: "Pleasantview is a Christ-centered community that promotes aging well and supports quality of life for our residents, their families, and

our employees." That may sound fine, but how does a mission statement make any difference at Pleasantview? What does it do for the residents, staff, or families?

"The mission shapes every decision we make," said David Heusinkveld, Executive Director. "A good example of that is the new day care. We had to

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59th Benefit Sale Raises \$74,000

Another Pleasantview Sale is in the history books! The 59th Annual Pleasantview Benefit Sale was again a success, bringing in gross revenues of \$74,665.76. This includes monies received in advance of the sale by businesses, individuals, and church groups. The net proceeds of the sale will be used to update resident room furnishings and equipment.

The annual event began Friday, November 7, at 4:00 pm with the silent auction, which brought in \$4,080 in sales, and the traditional turkey tenderloin meal was served to 703 people and received donations of \$7,438.

The Sharon Bethel Quartet and the Andy Wilcom Trio provided the entertainment for the evening.

The live auction began at 6:45 pm by selling the traditional loaf of bread baked by Dr. Eberly. Sale items included the crowd pleasers of meat, cheese,

numerous wood-crafted items, in-home meals, and quilts—just to name a few. Fifty-four quilts and wall hangings were auctioned for a total of \$10,400. The quilt “Rhapsody Song” was



The quilt “Rhapsody Song” donated by Hills Bank and Trust Co. sold for \$950.

donated by Hills Bank and Trust Co. and brought the highest bid of \$950. The popular meals-in-homes category raised \$6,805 for the 22 meals sold.

The Saturday morning breakfast was served to 300 people and received donations of \$2,800. The bake sale

brought \$768.50 and concession stand earned \$568.50.

A big thank you to all who helped in some way, whether it was by donating items, helping with a meal, grilling turkey tenderloins and sausage patties, bidding, clerking, auctioneering, or serving on a committee. It takes the entire Kalona community to have a successful benefit sale.

When asked for any comments, Sandy Gingerich, Treasurer of the Benefit Sale Committee, said, “...the continued praise for all of the volunteers that it takes to make such a huge event happen. When I was extensively involved in the sale many years ago, it was always such an emotional and humbling feeling at the end of the sale to realize the positive financial impact that the Benefit Sale provides for Pleasantview. We are not talking ‘small change’ here but a large amount of money that will benefit so many at the Home. It is a really BIG deal.”

Villagers Keep Active...



Judging and tasting the delicious apple pies baked by staff.



Modeling outfits courtesy of Four Seasons at the style show



Eating and visiting at their annual Christmas potluck.



Mr. and Mrs. Santa Claus greet the guests with a candy cane.

Mr. and Mrs. Claus Greet Guests

On Saturday afternoon, December 13, Mr. and Mrs. Santa Claus (who live at Pleasant View Circle!) once again arrived to greet the visitors with the traditional candy cane as they came to the annual Christmas party for residents and their families. Families enjoyed snacks served as they listened to the groups of musicians performing for them.

The various groups included IMS Chamber Singers, a quartet from Wellman Mennonite arranged by Bethany Shetler, a quartet from Lower Deer Creek Mennonite arranged by Beulah Miller, a large group of violin players who are students of Candi Schumann Helmuth and Sheila Raim, and singers Olivia Hall and Casey Perez. Personnel from KCTC were available to take family photos by the Christmas tree, which was a popular activity.

David Reflects on 2014, Anticipates 2015

Looking back at 2014, I feel tremendous gratitude, but to understand why I am grateful I need to go back to 2013.

2013 was a rough year at Pleasantview. We kept having one problem after another that we needed to correct. Most of these problems did not directly impact our residents, and all were corrected. But it is not enough for Pleasantview to correct problems. We must prevent them from happening in the first place. 2013 was when it became clear that we were not preventing problems. We needed to make a change.

What needed to change was our structure. Over the years, Pleasantview has grown and our regulations have increased, and to address that increase we need more oversight. We were increasingly unable to prevent problems from happening because our capacity to manage more services and

regulations had not changed in 25 years.

This changed when the board created two new positions in 2014. One was Human Resources Specialist, someone to give oversight to employment issues and compliance. The other was Administrator of Clinical Services. This is someone to give direct oversight to just the nursing home at Pleasantview, and clearly Pleasantview had become much more than just a nursing home. In February 2014 we hired Karen Schrock and Nick Jedlicka to fulfill those two roles. They have done a tremendous job—throughout 2014 things have gone smoothly, the atmosphere here is very positive, and best of all we are anticipating problems and preventing them before they occur.

This change gives us the time and energy to complete our strategic planning and update our services and

facilities. We have thought about assisted living apartments, a senior center, and a number of other changes. Now in 2015, we can focus on firming up those plans and putting them in place. We will start the year by visiting other facilities to see what they have done to improve their facilities and services.

I want to close with a word of thanks to our staff, residents, and families. I continue to experience a strong sense of care for one another at Pleasantview. If it is not too much of a stretch to use the word *love* I see how much the staff love our residents and their families, and how much that love is returned. Without that love none of our plans matter. With it and God's blessing, we will thrive.

—David Heusinkveld,
Executive Director



Pleasantview Home

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About Pleasantview Home

Developed by churches in the Kalona area in 1958, Pleasantview Home is a non-profit retirement community offering a continuum of services, from independent living to nursing and Alzheimer's care.

Mission Statement

Pleasantview Home, a retirement community with a tradition of caring, provides services to enhance the residents' physical, social, emotional and spiritual well-being. Pleasantview Home is a not-for-profit ministry of the Iowa Mennonite Benevolent Association, serving people of Kalona, Iowa, and the surrounding communities.

Equal Opportunity

Admission to Pleasantview Home is the same for everyone without regard to race, color, national origin, sex, age, handicap, creed, religion, or political affiliation.

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Announce Mission Statement and Values

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decide if we wanted a day care on our campus. When you think of a nursing home, you do not think of a day care, but the board did not turn to the common perception of a nursing home. Instead, we turned to our mission. We now have a day care because the board felt it fit our mission of supporting the quality of life for residents and staff."

The new mission statement replaces the previous one and has some important differences. One is the scope of who we serve. The old statement focused only on serving elderly individuals, while the new statement includes families and staff. Another difference is that the old statement focused on services in facilities owned by Pleasantview. The new statement leaves open the possibility of providing services to people in their current homes. Finally, the new mission statement can incorporate skilled nursing services where we improve someone's health so that they can return home.

The board also defined a set of five corporate values: integrity (do the right

thing), quality (do it well), compassion (truly care about others), community (do what you can for the people you live and work with), and faith (belief that God is at the center of who we are and what we do). This is the first time Pleasantview has had a defined set of values. The board selected five so that they can be easily remembered. If they are remembered, they will be more effective.

"The values are also influencing what we do," said Heusinkveld. "Consider hiring. Before we hired people if they were qualified and could do a good job. Not now. We still look at qualifications, but now we ask other questions too. Is this a person of integrity? Would this person care about our residents and families? Obviously we do not discriminate based on religious beliefs, but we do consider if the individual can work within the religious beliefs Pleasantview is founded on? If the answer is no, then that person is not a good hire for Pleasantview, even if they are qualified."