



FAIRMOUNT HOMES Perspective

Volume 22, No. 2 | May 2016

Dedicated to Faith, Family and Community

Fairmount at Home

Fairmount Homes is pleased to announce that we will offer home care services beginning May 1.

These new services will be available not only to Fairmount residents, but also to those in the surrounding community within a 10-15 mile radius. Home care services will encompass many different types of assistance. Clients can elect to receive custodial care (which includes tasks such as changing bed linens) or personal care (which includes help with activities such as bathing and grooming). Where needed, caregivers can assist clients to get ready for doctor's appointments, and provide transportation to and from them.

President/CEO Jerry Lile recently expressed his excitement about this service: "I am so pleased to announce our new home care service, to be called 'Fairmount at Home.' Members of our community have been requesting this type of service, and our partnership with CHAPa (Covenant Health Alliance of Pennsylvania) helps us offer this new care model."

To oversee these services, Fairmount Homes is working with Gretchen Peace and CHAPa Home Care. Gretchen has been in the health- and home-care industry for over 30 years. She will be a great resource for Fairmount at Home clients, helping arrange for the care they need to be happy and safe in their homes.



Gretchen Peace will be serving as the coordinator of services for Fairmount at Home clients.

Quality and Reliability

"It is crucial to have confidence in the caregivers who enter your home," Gretchen emphasized. "By providing their own home care services, Fairmount can make sure these caregivers are giving quality care. To ensure that our clients are as safe as possible, caregivers will all have background checks and thorough training before beginning their duties."

(continued on page 2)

Fairmount Keeps Growing



Beautiful spring weather has enabled work to progress quickly on Fairmount's latest building project, six new duplex cottages, which we are hoping to complete by late summer or early fall. To date, four of the six have been spoken for, with two new cottages still available. For more information, call the Admissions Office at 717.354.1800.

INSIDE THIS ISSUE

- 2 The President's Perspective
- 3 Volunteers Live Out Core Value
- 4 Items of Interest
Heritage Day



Fairmount Homes Mission Statement

"Fairmount Homes is a ministry with mature adults, providing high quality services, promoting wholeness and creative living consistent with Christ-centered Mennonite Values."

Core Values

- Community • Compassion
- Dignity • Integrity
- Quality • Teamwork
- Trust

Fairmount Homes *Perspective* is published quarterly for the residents, staff, volunteers and friends of Fairmount Homes, a Christian retirement community governed by a Board from the Weaverland Conference of the Old Order Mennonite Church.

Board of Directors

- CHAIRMAN**
Kenneth N. Burkholder
- VICE CHAIRMAN**
Paul M. Zimmerman
- SECRETARY**
James E. Witmer
- TREASURER**
Edwin N. Martin, Jr.



- Lester K. Burkholder
Ernest H. Hahn
Wilmer W. Hoover
Dale A. Martin
Carl G. Sensenig

- PRESIDENT/CEO**
Jerry D. Lile
- V.P. OF OPERATIONS/SENIOR EDITOR**
Kent E. Richard
- MANAGING EDITOR**
Carol Swailes
- EDITORIAL CONSULTANT**
Ellen Livingood

Photo Credits

Carol Swailes: pages 1 bottom and 3
Dale D. Gehman: pages 2 and 4



Striving for Quality Service

The President's Perspective

Fairmount leaders often talk with our staff about "going the extra mile" for our residents. Sometimes they share a story about pickles. Yes, pickles! The late Bob Farrell, owner of Farrell's Ice Cream Parlours, often told this story to his employees at meetings across the United States:

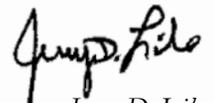
A customer came into Farrell's, ordered a hamburger, and asked for an extra pickle. The waiter informed him he would be charged a nickel for the additional pickle. The unhappy customer sent a letter of complaint to the owner. Wanting to help all his employees learn from this worker's mistake, Bob created a new orientation program at Farrell's focused on the principle, "Give 'em the pickle!" In other words, if they ask for extras, joyfully fulfill their request. Put the customer first.

On a recent business trip, I experienced both positive and negative customer service. On this particular trip, Southwest Airlines exceeded my expectations. The attendants were very friendly and, on one flight they even sang happy birthday to a passenger. My hotel experience was a different story.

When I complained about a noise coming from an intercom in my room, the front desk associate handed me a pair of ear plugs and said that was the best they could do.

Fairmount may not be in the restaurant, airline or hotel business, but we do try to offer our residents a "pickle"—good service every day. We are not perfect and we make mistakes, but we strive to do our best to meet expectations. Our Core Value of "Quality" speaks to our desire to be the best in all we do and to be a model for others to follow. We strive to meet the highest standards of excellence.

Just as Bob Farrell's team learned from a customer's feedback, we recognize the importance of hearing and learning from our community. I encourage you to share with me your customer service experiences here at Fairmount. We want to know how we can serve you better.


Jerry D. Lile
President/CEO

Fairmount at Home (continued from page 1)

Additionally, all Fairmount at Home staff will adhere to Fairmount Homes' mission and high code of ethics. "It is important that our clients are treated with the same dignity and care that they receive through our other services," Jerry said. "Through Fairmount at Home,

clients will be provided with a variety of services that enable faster recovery, a better quality of life, and peace of mind for themselves and their families."

For more information or to request Fairmount at Home services, please call Gretchen at 1.855.843.8627.

Volunteers Live Out Our Core Value of Community

April is National Volunteer Month, a great reminder of the value of volunteers. At Fairmount, we need no reminders. More than 250 volunteers prove themselves essential members of the Fairmount family every day. Twice a year, Fairmount holds a Fellowship Meal for all volunteers who have served over 25 hours in the preceding 12 months—a small token of appreciation for the huge role they play in making it possible for us to provide service above and beyond expected care.

Volunteer Blessings Go Both Ways

Volunteers fill a wide range of roles: caring for flowerbeds, serving in the gift shop, transporting Health Care residents to the beauty shop or exam room, helping in the dining room at mealtimes, being a friendly visitor, or taking part in activities or annual events. This work not only benefits Fairmount and its residents, but provides personal fulfillment too. Regardless of their assignment, volunteers find enjoyment, purpose and new friends as they serve.

Such is the case for Carol Waldner. She and her husband Joe moved into a cottage about a year ago. Being new to the area, they were eager to build a social network here. Carol began volunteering as a hostess in the Wheat Ridge Personal Care dining room one night a week and found it so enjoyable she soon took on an additional evening. “It is a privilege to help,” she says. “I feel like they are my family.”

Short- and Long-Term Benefits

Francis Walker, a young man with autism, also finds value in his volunteer experience. With the support of professionals from Keystone Autism Services, he spends three days a week leading a well-attended resident book group and helping with activities for our Mountain View residents.

Assistant Director of Activity Jewel Mast beams when asked about Francis’ contribution to the Activity Department. “Francis does an amazing job and really adds to the activity program,” she declares.

Francis is equally happy with his position, explaining, “My long-term goal is to get a paying job, and volunteering here helps me develop the skills necessary to do so. I find it rewarding to help the residents and let



Volunteer Francis Walker assists with resident Bingo games and other activities. Assistant Director of Activity Jewel Mast (left) and Activity Aide Sara Robinson-Tognoli are very appreciative of his help.

them know I care about them. And with all the experience I am getting here, I will be able to help my parents more when they are older.”

Fairmount Serves the Greater Community

Fairmount and its residents also find many opportunities to serve. For instance, we are privileged to have special-needs students from several school districts learning “on the job” in many departments. While we benefit from the hours they spend serving, the students learn valuable job skills in the real-life environments, guided by support staff from their schools.

Many of the Fairmount family reach out even further. Two Fairmount CNAs recently went on a mission trip to Liberia. They took with them 50 “baby bundles” consisting of supplies collected at Fairmount. Some residents help with the Safety Vest Project, while others serve at ReUzit, Booksavers, Christian Aid Ministries, or other local non-profits.

These examples prove that through the efforts of many selfless people, Fairmount is blessed to both give and receive as we live out our Core Value of Community.





Retirement Community
 333 Wheat Ridge Drive
 Ephrata, PA 17522-8558
 717.354.1800
 www.FairmountHomes.org

*Dedicated to Faith,
 Family & Community*

Perspective

Non-Profit Org.
 U.S. Postage
PAID
 Ephrata, PA
 Permit No. 50

Address Service Requested

Items of Interest

Quest Diagnostic Health Screen

Fairmount plans to host a Quest Diagnostics Health Screen on Wednesday, May 18, from 6:00–9:00 a.m. in the Farm Crest Community Room. For information, please contact Ferne Motto by May 2 at 717.354.1895 or fernem@FairmountHomes.org.

Central PA Blood Drive

A blood drive is planned for Thursday, June 16, in the Farm Crest Community Room from 11:30 a.m.–6:30 p.m. Please call Ferne at 717.354.1895 or the blood bank at 800.771.0059 for an appointment. Walk-ins are welcome until 6:00 p.m.

Thanks to February Quilters

Thanks to all the quilters who came out to help with the quilts for the Benefit Auction in September. Over 200 quilters helped to finish over a dozen quilts, and several more were started. Special thanks to the volunteers who headed up this event and those who helped prepare lunches and snacks for the quilters.

Mailing List Update

If you wish to have your name removed from the mailing list, please call 717.354.1800, write the Managing Editor at the address above, or email carols@FairmountHomes.org.

Fairmount's 12th Heritage Day Saturday, June 4, 2016 - 6:30 a.m. - 3:00 p.m.

*Back again:
 Tractor
 Procession*

- Come.**
Bring friends.
Enjoy the day.
- ✓ Silent Auction
 - ✓ Delicious Food
 - ✓ Storytelling
 - ✓ Quilting
 - ✓ Buggy rides
 - ✓ Petting Zoo
 - ✓ Old machinery
 - ✓ Crafts
 - ✓ Antique Cars

Sponsored by



Traditional Gunn Family Shopping



Questions?
 Contact Peter C. Passage
 Stewardship Director
 717.354.1814

All proceeds benefit the Sharing Fund.