

# FAIRMOUNT HOMES Perspective

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Dedicated to Faith, Family and Community

## Who Really Cares?

What's most important in choosing a retirement community? "More essential than the best cottages, apartments or amenities is the quality of health care if and when I need it," one prospective resident told us. While no one wants to need skilled nursing, it is important to know in advance what quality of care you will receive at the most vulnerable time of life.

For almost 50 years, Fairmount has enjoyed a reputation for compassionate Christian care. But with today's challenging economic and health-care environments, how does Fairmount maintain that reputation?

### ***At Fairmount, who cares for you?***

Over half of Fairmount's employees work in the nursing department. Of the nursing staff, 78 are Certified Nursing Assistants (CNAs), roles with the most resident contact. They are responsible for direct care—bathing, dressing, eating, and other activities of daily living. Following are the stories of two Fairmount CNAs.

### ***Great caregivers come from all over the world***

Sita Rai began working at Fairmount in 2009, a year after moving to the United States from a Nepalese refugee camp where her family spent 15 years. In her first year in America, she learned English and earned her GED, then began looking for work. A member of her family's sponsoring church, whose mother worked and lived at Fairmount, suggested she apply here.



*Pictured above are (from left) Mbelo Muanza, RN Supervisor; Sita Rai, CNA; Seth Martin, CNA; and Mariya Rybaltouski, Assistant Director of Nursing.*

Sita started out as a kitchen aide. In her off hours, she obtained her CNA license and then moved to a CNA position. Sita also married and had two children. Her position offered enough flexibility that she and her husband could share childcare responsibilities.

Sita reflects: "I am very blessed to be here. The nursing field is where I wanted to be. The pay is good, the people are friendly, and I enjoy working in a Christian environment."

Seth Martin, also a CNA, grew up in Lancaster County and has many relatives and friends who lived or worked at Fairmount. His job provides valuable experience in health care as a stepping stone to his future career. Currently a junior at Millersville University, he works part time and has his sights set on medical school.

*(continued on page 3)*



### 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.

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# A Workplace of Choice

## The President's Perspective

According to the US Bureau of Labor Statistics, three million people quit their jobs in April 2017. Three million! A large percentage of them quit because they were convinced they could find a better job elsewhere. Our economy has improved and the 4.3 percent unemployment rate marks a seven-year low. Employees now realize they have many job opportunities. While there are multiple reasons why people leave their current employment, research indicates that most are unhappy with their employers due to negative relationships with supervisors or feeling unappreciated.

Of those who quit in April, 355,000 were health care workers employed in places similar to Fairmount. While we are not immune to employees leaving, Fairmount has turnover rates consistently lower than others in the industry.

Because our residents depend on us to maintain quality standards, we take seriously our responsibility to care for our employees. We try to stay in touch with them to know what they are experiencing. Do they feel happy and

appreciated? Are our wages and benefits competitive? Do they get adequate communication, feedback and recognition from supervisors? In what areas can we improve?

Over the past months, I have begun inviting 10-12 staff members at a time to have lunch with me and discuss how well we are doing or what we need to

fix. So far, I have met with about 30 employees, and future lunches are scheduled. Many have expressed appreciation for the opportunity to share directly with me in a small-group setting. I believe a work environment that treats everyone

with respect, trust and open communication helps retain talented staff. And it also ultimately attracts new team members to the Fairmount family. Our goal is to provide a workplace where team members feel loved and cared for so they, in turn, provide residents with quality care. I want Fairmount to be a positive statistic!

*Leadership isn't  
about a position,  
leadership is  
about people.  
Chris Robinson*

  
Jerry D. Lile  
President/CEO

## A Memorable Heritage Day

On Saturday, June 3, Fairmount and the local community again celebrated our rural roots at our 13th Annual Heritage Day. This was also the final (and best ever!) day of another successful Silent Auction season. Details of the event along with great pictures are posted on the Fairmount website under the Community Engagement link. We say thanks to everyone who invested in this exciting event with your hard work, your attendance, and your support. All proceeds will go to the Sharing Fund for the benefit of residents who have outlived their resources.





# Welcome to 7th Annual Open House

## Welcome!

Along with 16 other local Life Plan communities, Fairmount is opening its doors for our 7th Annual Open House on Saturday, October 21, from 10:00 a.m. to 4:00 p.m. Don't miss this opportunity to come and see what cottage and apartment living here at Fairmount are all about.



## **“Who Really Cares ...** *(continued from page 1)*

Seth explains his decision to work at Fairmount: “Although I also applied elsewhere, Fairmount appealed to me because of the people I serve. I understand my conservative residents. I like being a CNA because I spend all of my time with residents and get to know them personally. I also appreciate working with the other staff here because they get along well. He pauses and adds, “Besides, Fairmount pays competitive wages.”

### ***Great care doesn't happen by chance***

For Mariya Rybaltouski, Assistant Director of Nursing, hiring the right staff is essential to great care. She shares her criteria: “When I interview, I look for compassion and a willingness to serve others, as well as the ability to be humble for the benefit of others. I also look for people who are willing to work as a team and do things that aren't necessarily part of their job, who will jump in to help regardless of their role or status.”

Mbelo Muanza fit Mariya's criteria perfectly and in June went from a part-time position to being a full-time Registered Nurse (RN) Supervisor, replacing an RN

who retired. Mbelo grew up in the Congo and immigrated with her family to the United States just before civil war broke out in her country. Here she married, had three sons, graduated from college, and became an RN. After working in another local retirement community and a hospital, Mbelo says about Fairmount: “When I walked in, it felt peaceful. I am happy that here I can read my Bible and pray before I eat. Also, there is room here for advancement and opportunity to try various assignments.”

### ***Great care requires support***

No matter how careful the hiring or how dedicated the caregiver, a good support system is essential to great care. Fairmount's efforts in this regard include a monthly “Lunch with Jerry” (see the President's column); a mentoring program for CNAs; and periodic meetings with Human Resources staff, especially early in their employment at Fairmount.

Who really cares? Fairmount cares, and is committed to continue caring for both residents and team members as we have since our founding 50 years ago.

## **“Make a Difference” on Auction Day**

**T**he Benefit Auction/BBQ will once again offer “Make a Difference” gift opportunities. For a contribution of \$150.00 you can underwrite one day of care for a resident whose financial resources have been exhausted. You can use the enclosed envelope to “Make a Difference.” Please consider helping our residents in this way.



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Dedicated to Faith,  
Family & Community

# Perspective

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## Items of Interest

### ***Benefit Auction Needs***

#### • **Theme Baskets**

Donations of theme baskets, supplies and/or money toward additional theme baskets are always welcome.

#### • **Dining For Dollars**

Consider hosting a Dining for Dollars event. To host a meal, please call 717.656.7810 or 717.733.2509 by August 6.

#### • **Auction/Flea Market Items**

New items for auction or good used items for the flea market are always welcome.

### ***Meet the Artist***

On Thursday, August 24, at 1:30 p.m., artist Elsie Beiler, best known for her series of Nickel Mines paintings, will share her story and show her art work in the Crest View Gathering Room at 1100 Farm Crest Drive. The public is cordially invited.

### ***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](mailto:carols@FairmountHomes.org). *Perspective* issues are available at [www.FairmountHomes.org](http://www.FairmountHomes.org).



## 28th Benefit Auction & Barbecue

*Saturday, September 9*



*"Make a Difference"  
Opportunities  
(details on page 3)*



*Come, enjoy the day and bring friends!*