Dining Services Awarded First Place

Recently the Dining Services Department at Landis Homes received high marks for cleanliness and overall quality assurance. Culinary Service of Blue Bell, Pa, the Dining Services management consultant for Landis Homes, held a Sanitation & Quality Assurance inspection in the communities where they provide services. They conducted an in-depth survey of kitchens and dining rooms for sanitary conditions. In addition, all dining services policies and procedures were reviewed.

The contest had two elements. The first part was a scheduled inspection of the 29 dining services programs managed by Culinary Service who participated in the contest. In this round, Landis Homes received a score above 90 percent which placed it in a group of eight finalists. The second part of the contest was an unannounced inspection to determine the winner in the cleanliness category. Of all the communities inspected, Landis Homes came in first place. They received a score of 97.6%, the highest of any community.

Christopher Frei, Chief Operating Officer of Culinary Service who coordinated the competition, said Landis Homes "sets the standard" when it comes to cleanliness. Landis Homes received a check for $500 and a trophy that is being displayed in the six dining rooms on campus.

Maria Burdette, Landis Homes Director of Dining Services said of her 60-person staff, "They work so hard all year round, they really deserve it."

Kendig Miller Completes Service To Board

At the annual staff Christmas banquet, Kendig Miller was recognized for completing two years of service on the Landis Homes Board. Kendig, with his wife Anna, has been a resident of the community for ten years, becoming a board member in 1995. Executive Director Ed Longenecker says, "Kendig has always been keenly interested in the life and activities of Landis Homes. With his business background he has provided valuable counsel to the administration. This has been particularly valuable preparing for our current building of The Heritage."

"Kendig is a believer in the power of communication. He believes that if people fully understand the reason behind a proposal they will more likely give..."
Work With All Your Heart

Our Pennsylvania Dutch and especially Lancaster County culture push us to take our work seriously. We work hard at whatever we do. We remember Biblical verses such as Colossians 3:23 where the Apostle Paul admonishes the worker with “whatever you do, work at it with all your heart, as working for the Lord.”

How do we do that? Seems to me it includes using our God-given talents to continually evaluate everything we do and look for new and better ways to get the job done.

There is a widely held belief that we would have few, if any problems, if only workers would do their jobs correctly. As Dr. Joseph M. Jurgen, a noted management specialist points out, this belief is incorrect. He believes that the real way to eliminate mistakes and errors is to improve the systems or the way work is done, not in somehow changing people. This observation has evolved into a rule of thumb that at least 85% of problems can only be corrected by changing the process by which work is done. Less than 15% is within the worker’s control. For example, a production line operator cannot do a quality job when working with faulty tools or parts. Often when a person appears to do something wrong the trouble lies in how a person was trained.

This is a management issue.

One of the goals identified by our Long Range Planning is to initiate the CQI (Continuous Quality Improvement) program. We have acquired the services of Kirby Martzall of Life Management Associates. It is our hope that each staff person be considered a valued member of the team in improving not only what we do but how we do our work. We have organized teams of various staff to examine work processes and procedures and to look for ways to accomplish our tasks in a more efficient manner. It is our hope that all of our community will benefit from this undertaking.

Ed Longenecker,
Executive Director

Welcome New Residents

Independent Living/Residential
Miriam M. Burkins
Mary L. Groff
Fred Kilhefner
Catharine Leatherman
Martha Jane Mylin
Franklin S. & Doris M. Smith

Assisted Living/Health Care
Caleb R. Buchen
Janet M. Bucher
Dorothy Burkhard
Lena Clark
Aaron L. Groff Sr.
Mildred Houck
Ada Rohrer
Bertha Steffy

Health Care Discharges
Bertha Steffy

Miller, continued from page 1

their support to it,” Ed went on to say. “A good example of this was our fund drive for The Heritage which residents strongly supported.”

Landis Homes began appointing one or two residents as board members several years ago. Kendig is replaced by resident Mildred McGuigan. Another resident board member, Paul Brubaker, is beginning his second year of service.

Thank you, Kendig, for your good service to Landis Homes.
Residents Learn E-mail

Thanks to a donated computer, a no-cost server and volunteers, residents of Landis Homes are learning to communicate with friends and relatives by electronic-mail. “About a half dozen residents were trained in the fall and more are coming in just since New Year’s,” says Dallas Green who is the volunteer trainer for those who want to learn this new skill. “Some of them are afraid of it at the beginning, but then after they use it they learn to enjoy it. The ones who use it the most enjoy it the most,” he added.

Jeanne Chew began using e-mail in the fall. She served with a mission organization CAM International for about 40 years, 35 of them in Costa Rica. Now, in addition to family, she communicates with retired and current workers and board members of the organization all over the U.S. Jeanne was familiar with using word processing so the transition to e-mail was easy for her. “The thing I like best is the immediacy of it,” says Jeanne.

Betty Miller logs in.

different prayer groups and is in touch with over 30 church workers. She says, “God has different giftings for different people and this is my gifting.” Betty also enjoys communicating with her grandson who is at school in another state. “It has opened up a whole new way for me to keep in touch,” she says.

In the near future, a second e-mail computer will be set up in the East Activities room in the lower level of the health care center. Activities staff will be available to assist persons who have interest.

Craft & Hobby Day

“Something can happen in the morning and I know about it right away. It’s so much faster than other means of written communication.”

At age 82, Betty Miller was in prayer when it occurred to her that using e-mail would be a good way for her to keep in touch with the church planters for whom she prayed regularly. That’s when she asked to be trained to use a computer for the first time. She currently is on the computer an hour or two every day receiving prayer requests and sending encouragement to persons in ministry all across the East coast. Betty says, “Abner (her husband) and I were church planters when we were young, so I know what hard work it is and how important prayer support can be.” Betty leads three

Dallas Green, right, instructs Jeanne Chew.

Becky Oberholtzer shares needlework experiences with Ella Mae Wenger at the Craft and Hobby Day. Becky was one of seventeen exhibitors including a weaver, a soapstone carver, a model airplane builder, a blue delft collector, and many others.
At the annual staff Christmas Banquet held this year at Country Table Restaurant, Mount Joy, Landis Homes recognized staff for their length of service awards. Staff who completed five-year increments of employment at Landis Homes were given pins and gift certificates of appreciation.

Director of Administrative Services Larry Zook said in presenting the awards, “Twenty years ago at the Installation Service for Ed Longenecker as Administrator, a basin and towel were used to symbolize servanthood as part of his installation. This symbol continues to represent the ministry of caring staff persons at Landis Homes today who we honor through these length of service awards.”

### Length Of Service Awards — 1997

**Twenty-five Years**
- Elta Ebersole
- Norma Miller
- Lois Sauder

**Twenty Years**
- Mary Ellen Musser
- Clara Weber

**Fifteen Years**
- Mabel Jean Baum
- Ethel Caldwell
- Fannie Shelly
- Leona Shirk

**Ten Years**
- Sue Beiler
- Lois Buchen
- Kathryn Fry
- Janice Hess
- Helen Heurich

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<tr>
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<td>Anna Mary Crills</td>
<td>Sue Beiler</td>
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<tr>
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<td>Lena Zehr</td>
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<td>Ethel Graybill</td>
<td>Lois Buchen</td>
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<tr>
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<td>Ruth Ann Zeiset</td>
<td>Housekeeping</td>
<td>Vera Hoover</td>
<td>Kathryn Fry</td>
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<th>Activities</th>
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<tr>
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<td>Lois Sauder</td>
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<td>Mabel Jean Baum</td>
<td>Volunteer Services</td>
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<td>Ethel Caldwell</td>
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<td>Leona Shirk</td>
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<td>Clara Weber</td>
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<td>Clara Weber</td>
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<tr>
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<td>Darlene Wentzel</td>
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<tr>
<td>Housekeeping</td>
<td>Alesia Yoder</td>
<td>Clara Weber</td>
<td>Food Services</td>
<td>Food Services</td>
</tr>
</tbody>
</table>

Clara Weber and Mary Ellen Musser received 20-year service awards.

Norma Miller, Lois Sauder and Elta Ebersole received 25-year service awards at the Annual Staff Christmas Banquet.
New Director Of Human Resources Named

Allen Heinly has joined Landis Homes as Director of Human Resources as of January 26, 1998. Previously, he was Director of Human Resources for more than ten years at Messiah Village of Mechanicsburg, PA.

Allen and his wife, Diane, have celebrated 16 years of marriage. They have two children, Jonathan, age 13, and Julie, age 6, who both attend Kraybill Mennonite School in Mount Joy. Diane is also employed part-time as a teacher’s assistant at Kraybill Mennonite School.

As a family, Allen, Diane and the children enjoy spending time together reading, cooking, hiking, camping, and playing games. Allen and Diane are members at Mount Joy Mennonite Church and enjoy a variety of ministries, including teaching the first grade Sunday School class.

A warm welcome to Allen as he assumes leadership in Human Resources at Landis Homes.

The Heritage: Progress Report

Since the Groundbreaking Service in August, many changes have taken place at the construction site for The Heritage. Getting the design phase completed and the construction phase underway has had a number of interesting challenges. First of all, the township approval process took longer than expected. Then due to a computer glitch there were some dimensional problems with the drawings which took several weeks to resolve. Excavating for footers has also been a rather laborious job as it has uncovered a substantial amount of rock which was unanticipated. These particular obstacles are all now behind us and with the mild winter thus far, we are making nice progress. These developments have moved the projected completion date to late August, 1998.

As there is opportunity for persons to visit the campus during the next several months to watch as the construction progresses. Recommended vantage points are the parking area southeast of Harvest View and the walking path around the ponds. Installation of structural steel is scheduled for late January, floor planks for early February, and roof trusses are scheduled for early March. After that, the intense process of finishing the interior which, unfortunately, can’t be monitored from the outside. We ask that visitors honor the “keep out” signs at the construction site. They are there for everyone’s safety. The safety record for the project is clean thus far. Do help us keep it that way.

Thanks again, to all of you for your support in making this much needed special care center possible. Continued prayers for all those involved are appreciated for the challenges ahead to get the center up and running.

Paul M. Martin
Director of Facilities and Planning

In Loving Memory

Emma Landis 10/14/97
Eleanor Landis 10/15/97
Alice W. Peifer 10/18/97
Landis S. Groff 10/20/97
Luke Z. Martin 10/24/97
Ella Sensenig 11/15/97
Betsy Eschelman 11/23/97
Sue Martin 11/23/97
Mary Elizabeth Peters 11/24/97
Elmer Sensenig 11/28/97
Iola Hug 12/19/97
Mary B. Metzler 12/21/97
Reuel Rupp 01/02/98
Albert Landis 01/03/98
Mary Hauser 01/10/98
Sara Wister 01/13/98
Memorial Gifts

In Memory of
Leola Amstutz
Ruth Amstutz Bollinger
Joseph & Sandra Guidon
Winifred J. Reid
Samuel & Gloria Rolston

In Memory of
Milton Brackbill
T. Bennett & Doris H. Dickerson

In Memory of
Carl Drohan
Charles & Sandra Anderson Jr.
Ethel A. Beamenderfer Builders Association of Central PA
DeHaas Builders, Inc.
Troy & Annette Drohan
J. Stanley & Anna Lois Earhart
Florin Church of the Brethren Men’s Choir
Lindford & Debra Horst
Keystone Cement Company
Elmer S. & Emma A. Myers

In Memory of
Arlene E. Ebsenhade
Caring Team - HV 018-036

In Memory of
Nancy Frey
Caring Team - HV 201-210

In Memory of
Monroe E. Garber
Francis & Elsie Harvey

In Memory of
Joe Hamel
James & Virginia Baum
Florence Hamel

In Memory of
Barbara Hershey
Miriam E. Brubaker

In Memory of
Rohrer Hershey
Miriam E. Brubaker
Paul G. & Martha H. Brubaker
Caring Team - HV 201-210
J. Harold & Kathryn W. Eby
Roy & Ruth Eby
Emma Hershey
John O. & Dorothy Hershey
Miriam S. Hershey
Eugene G. Hoover
Landis Valley Mennonite W.M.S.C.
Elizabeth Leaman
Hershey & Norma Leaman
Joanne R. Youndt

In Memory of
Grace Huff
Dallas & Winifred Green

In Memory of
Iola Hug
Kenneth L. & Rosalie E. Bowers
Clair & Verna Eby
Florence Hamel
J. Robert & Ruby A. Hess
Ralph Hug
Robert Hug
William Hug
Elizabeth B. Mann
Helen & Amelio Morotti

In Memory of
Lester Hug
William F. Hug
Gretchen Vienna

In Memory of
Nathan Landvater
Caring Team - HV 018-036

In Memory of
Katherine Leaman
George & Rita Jane Hopkins
John & Marion Miller
Doris M. Snare

In Memory of
Lydia M. Martin
Armstrong Commercial Tile - Maintenance Group
Caring Team - HV 211-220A
High Steel Beamers

In Memory of
Margaret Meminger
Richard & Nancy Barry Dorsey & Annie Fry
Dorothy S. Gilvin
T.E. & Jane H. Heidenreich, Jr.
Robert & Beverly Ridenour Jr.

In Memory of
Robert Messner
Jeanne Chew
Dallas & Constance Dollase
Anna S. Eby
Francis & Elsie Harvey
Laurence M. Horst
Brenda Israel
Freda Kauffman

In Memory of
John J. Miller
Wilmer & Arlene Eby
Francis & Elsie Harvey
Dave & Janet Nauman
J. Landis & Margaret J. Umberger
Wilbur & Leona Weaver

In Memory of
Amos Newcomer
Harrisburg UGI Retirement Club
Karl & Carolyn Moyer
UGI Utilities, Inc.

In Memory of
Mary Nohaile
Eleanor McCann
James & Geebie Miller

Tribute to a Loved One

The following memorial and honorary gifts were received by Landis Homes during 1997. We apologize if there are misspellings or omissions in this list.

Giving gifts in memory or in honor of someone is a long-standing tradition in our community. These gifts are a concrete means of expressing our regard for the person and the family we are remembering. Because all gifts given in honor or in memory are designated for the Caring Fund, these contributions become a very tangible means of helping every resident in the Landis Homes community who has a need. If you have questions about making a gift, please call the Development Office at 569-3271.

Mark LoMonaco
Director of Development
In Memory of
Kathryn Parme
Esther E. Rebman

In Memory of
Alice Peifer
Roger & Sharon Duarte
Lena M. Fricke
Torn & Jan Garrett
Donald L. & Dorothy M.
High
Joint Commission on
Accreditation of
Healthcare Organiza-
tions
Milton & Rachel Lehman
Carl & Heinz Sachse
Mr. & Mrs. Ronald
Schertz

In Memory of
Martha Ranck
John & Ruth Bares

In Memory of
Mildred E. Rote
Ellen L. Brinton
Edward & Mary Louise
Gast

In Memory of
Carl &
Dorothea Royer
Joseph G. & Carol R.
Weaver

In Memory of
Helen Schmook
Chester & Mildred
McGuigan

In Memory of
Ella Sensenig
Blue Ball Ladies Auxiliary
Caring Team
HV 221-232
Scott & Gwen Kemble

In Memory of
Aaron &
Anna Shenk
Robert & Frances Heisey

In Memory of
Anna N. Shenk
Circle Group
John Rempel
Miriam Shenk

In Memory of
George Summy
Miriam E. Brubaker
Anna Mae & Elva G.
Hollinger
H.S. Long
Abner & Betty Miller
Margaret G. Nissly
Carl & Elizabeth Reist

In Memory of
Harry H. Weaver
Norman & Joy Manley

In Memory of
Lois E. Weaver
Wilmer S. & Della Ruth
Oberholtzer

In Memory of
Mary Wert
Willard & Olive
Gingrich
Lois Good
Charles W. Wert

In Memory of
Elsie Witmer
Blue Ball National Bank
Caring Team -
HV 018-036

In Memory of
Harvey Witmer
Caring Team -
HV 018-036

In Memory of
Elam Wolgemuth
John & Evelyn Becker
Clair & Verna Eby
John & Eunice Perry
Esther Ruhl
Burton & Betty Shaffer
Allen C. & Kent
Thomas

In Memory of
Reverend Ernest Young
Brunswick Tours, Inc.
Marjorie L. Callaway
Louis & Medora Carter
Robert & Shirley Garrett
Florence Hamel
Francis & Elsie Harvey
Freda Kauffman
Leon & Mary Machan
Anna Todd
Paul O. Young

In Memory of
Glen Zeager
Caring Team -
Cottages 109-119

Volunteers Break Record
In 1997 volunteers contributed 54,713
hours of service across the campus. This
represents a 19.4% increase over the hours
logged in 1996.
Thank you, volunteers. Keep up the
good work in 1998.

Honor Gifts
In Honor of
Edna Good
Elizabeth S. Martin

In Honor of
Florence Hamel
James & Virginia Baum

In Honor of
Iola Hug
William F. Hug
Gretchen Vienna

In Honor of
Anna Mary Shirk
Steve & Lisa Roth
Walter

In Honor of
Earl Wert
Moe Miron

Gifts from Estates
and Trusts
Raymond & Helen
Good Estate
J. Elvin Groff Estate
Martin S. Lichly Estate
Muriel T. Mack Estate
Oscar Mohn, Trust
Alvin Weaver Estate
Etta W. Weaver Estate
Harry H. Weaver Estate

A complete list of con-
tributors is published in
the Annual Report each
September. To receive
a copy of this report
contact the Develop-
ment Office, 569-3271.

Attention Golfers!
Landis Homes Seventh Annual
Benefit Golf Outing
June 5, 1998
Foxchase Golf Club

Proceeds will benefit the Adult Day Services
program. Call Joyce Shenk at 569-3271, ext.
3104 for sponsorship and registration materials.
# Calendar Of Events

<table>
<thead>
<tr>
<th>SUN</th>
<th>MON</th>
<th>TUE</th>
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<tr>
<td>February 10</td>
<td><strong>Auxiliary Program</strong>&lt;br&gt;Valentine Social Hymn Sing&lt;br&gt;7:00 p.m. 7:00 p.m.</td>
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<td>March 4</td>
<td><strong>Artist Reception</strong>&lt;br&gt;Paintings of Julia Swartz&lt;br&gt;6:30 - 8:30 p.m. Harvest View Galleries</td>
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<td>May 21</td>
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<tr>
<td>21</td>
<td><strong>World Day of Prayer</strong>&lt;br&gt;2:00 p.m.</td>
<td>22</td>
<td>23</td>
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<td>June 5</td>
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<td>March 19</td>
<td><strong>“African American Poetry and American Prose”</strong>&lt;br&gt;Speaker: Hazel Jackson, Retired Millersville Professor&lt;br&gt;1:30 p.m.</td>
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