

The Messenger

Published for the Residents

Masonic Homes of California at Union City

Masonic Home Survey—Joseph Pritchard, Health Services Administrator



Surveys are everywhere nowadays. It seems like every time I stop by a grocery store or buy something online, I am asked to fill out a questionnaire. Sometimes, the amount of surveys is overwhelming! But for things I care about, I dutifully fill out those forms, hoping that my ideas will be heard.

The Masonic Home also has surveys... in case you haven't noticed! Some are big and some

are small, but none are more important than the resident and employee satisfaction surveys. I am writing this article to clearly show you, that by answering those questions, you started a compelling movement that will forever change the Masonic Home for the better.

Resident Task Forces

The resident satisfaction survey has always been a key driver for the decisions made by the leadership team. The past two surveys have been closely analyzed to provide insight into the true needs of the Masonic Home residents. However, analysis is only the first step. To truly improve our Home, we all must take action.

The Resident Task Forces will be the instruments of that action. These task forces were created based upon resident survey responses and comments. Based upon the priorities mentioned, the task forces are:

- 1. Communications Task Force headed by Chris Gershtein
- 2. Health Services Task Force headed by Theresa Arnibal
- 3. Dining Services Task Force headed by John Marshall
- 4. Facility Services Task Force headed by Jeff Krahulec

Each task force is composed of residents and staff, and their main goal is to survey their



respective areas of the community and find ways to improve efficiency. To help fully understand the needs of the residents, each task force held a focus group that was open to the whole community. From these focus groups, each task force created action items to work on.

During specific resident Town Hall meetings and at the weekly Management Operations meeting, the

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task force heads are asked to report on their progress. As you all heard in October's Town Hall, the task forces have already addressed issues such as the Wellness Center hours of operation, inspired new recipes, and helped extend the reach of the Special Friends. The improvements have begun!

However, there are still issues to tackle. And to truly create positive change, the task forces need your help. If you have an idea or feedback for any of the task forces, please contact the task force heads and share your knowledge. Together we can make the Masonic Home shine!

Employee Action Items

Similar to the resident satisfaction survey, the employees participate in a staff satisfaction survey. This survey is the first step in making the Masonic Homes one of the best places to work. And being the best place to work should be very important to everyone. In many cases, Masonic Home staff spends more time at work than they do with their families. To make that sacrifice a little easier to bear, we want our staff to truly feel appreciated and recognized. When the team is happy, the residents are more likely to receive the best service.

One of the main themes that came from the staff surveys is that the staff truly wants to make a profound difference in their work lives. Having the opportunity to help the Masonic Home resident lead active and purposeful lives is the key ingredient to employees feeling accomplished. To help empower the staff to achieve this goal, leadership has asked them to gather together by department and create action items. These action items can be focused on the individual employee, a single department, or the wider Masonic Home community. Each employee had the opportunity to speak up during department meetings to create agendas to enhance the employee experience. They jumped at that opportunity!

Though far from over, the employee action items lead to the creation of Food Truck Fridays and Pizza Wednesdays. These are monthly events where a new dining option is provided for staff. Both were started last month and were incredibly successful. For the first Food Truck Friday we served over 150 orders of delicious tacos, nachos, burritos, fries, and other amazing Mexican food.





I, for one, am eagerly waiting for the next food truck to visit on November 30th. This is just the beginning. The employees have a powerful voice that leadership is eager to hear.



Thankfulness without Bias

By Chaplain Joel Ingram

That Jonathan Morrison – he's a tricky guy! Did you hear about Mr. Morrison lately? If not, let me share an interesting story. While many companies make devices related to technology, a primary division exists between items made by Apple and those made by anyone else.

Apple computers vs PCs, Apple iPhones vs all other phones and Apple watches vs all other watches. The battle has raged long and hard for decades. Those who like (or love) their Apple products are deemed "Apple fanboys" or "Sheeple" – and those who like (or love) other products go by various other names but are united in one thing – their distaste for all things "Apple". As you might expect, both sides are often quick to point out and delight in the shortcomings of the "opponents" new products.



Recently, Apple released their newest phone - the XS. Costing just more than \$1,000 this phone better be able to bake bread and fold my laundry. About the same time, Google came out with their newest phone, the Pixel 2. The Pixel 2 is a bargain at \$750 (I jest). In no time at all, both sides were sounding off about the glaring faults in "that other" phone. The new iPhone was particularly maligned for its portraits (selfies). The images seemed different than prior iPhones – worse by some



accounts. So was born "Beautygate" that scandal in which Apple was faulted for not just taking one's photo, but for automatically modifying it to the degree that it was soft and unrealistic.

Into the fray comes Jonathan Morrison. Morrison writes a column online (a blog) about technology. His site has nearly 2.5 million readers. Clearly, people read and respond to what he has to say. He recently posted photos he'd taken of himself with the new Pixel 2 and asked his readers what they thought. Loving anything but Apple, his readers were ready to respond: "could easily get mistaken for a DSLR", "best portrait mode yet", and "I have an iPhone XS Max and what Google is doing software wise, is witchcraft. That pic is so good



lol." They all loved the quality of the Pixel 2 and noted how much better its shots were than the junk Apple was selling.

Good enough, except Mr.
Morrison had not actually taken the photos with a Pixel 2. His photo had actually been taken with the new (terrible?) iPhone XS. Had those praising the photos, immediately taken pictures of their own faces, they would

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Thankfulness...

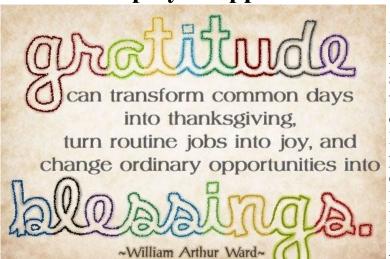
have no doubt seen lots of eggs!

Yes, sometimes our quest for truth, or interest in what's "best" can be clouded by predispositions "for" or "against". Everyone wants to think they are unbiased and open to all possibilities, but such honesty is hard to come by. To be sure, we all do have our preferences and many times there's nothing wrong with that – but – we will be the most honest in our evaluations and conclusions if we see and admit the tendencies we have – if we can see and acknowledge the bias we bring with us – and compensate for these to the degree possible.



Here's wishing you "Thankfulness" this Thanksgiving... in the most unbiased of ways.—Chaplain Joel

2018 Employee Appreciation Fund—Written by Richard Cummings



The Employee Appreciation
Fund was established to provide our
residents a way in which they could
show their appreciation to those
workers who serve them with such
dedication throughout the year.
Donations received during the
preceding 12 months are distributed
equally to qualified employees in
December, but it is not a "Christmas
Fund", as erroneously stated in the
latest Resident Handbook. Rather, it is
the only way for residents to provide,

or employees to receive from residents, cash or gifts as gratuities. To qualify for a share of the funds, an employee must be on an hourly wage basis, and have been employed here for a year or more.

This month is the last month donations received will apply to the year 2018. If any resident or resident's family member wishes to add to the 2018 fund, now is the time to do it. We are still running behind last year's total, and are hopeful that the difference can be made up this month. Donations can be placed in the locked box across from the Mail Room, or arranged through Penny Adams at the Bank.

As always, the Resident Council is most grateful for the funds already received and for the continuing support of the Masonic Home Residents.



Resident Council Treasurer & E. A. F. Liaison

2018 Newark Day Parade—Written by the Recreation Team



Since its incorporation on September 22, 1955, the City of Newark has hosted an annual "birthday" celebration with a parade at the heart of it. Old timers remember when the car that George Silliman, the city's first Mayor, was riding in broke down and he had to walk the parade route down Thornton Avenue.

Today, a core committee of 30 volunteers work year-round, planning a multitude of activities,



including the big Saturday Parade. This year the Masonic Homes of California won the 1st Place award for Best Amateur Built Float. Congratulations Masonic Homes Residents for your dedication and hard work. Thanks for a Job Well Done!

On Wednesday, October 24 the Masonic Home of California was proud to host the Union City Police Department's program, Coffee with Cops at the 2nd Adams Dining room. Coffee with Cops is a program that the Union City Police started as a meet and greet between the city's police and the Union City residents. Normally these gatherings are held at a local Starbucks in the city, but the police department's Community Resource Coordinator, Crystal Raine, thought that it would be a great idea to hold one here at the Masonic Home for our residents.

At this well-attended resident and staff event, we were honored with the presence of 6 Union City Police officers, including Captain Jared Rinetti and Lt. Travis Souza. We also had the Union City's City Manager Tony Acosta at the gathering.



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New Residents







Nettie Hasler
Sponsoring Lodge: Manifee Valley
No. 289
City: Sun City
Moved in: September 26

Ketty Sorenson
Sponsoring Lodge: Van Nuys No.
450
City: Van Nuys
Moved in: September 26

November Guess Who:

The October "Guess Who" Picture was:

Do you know

who this

young Carpenter

is?





If you thought

Bill Shaffer,

> you were right!



Quotable

"If I cannot do great things, I can do small things in a great way"—Martin Luther King Jr.

Lorber Residents share what they are **Thankful** for this year:



What does Thanksgiving mean to you? For many, it is time for family, food, friends, football, and getting ready for the holiday season. However, the "primary ingredient of the American Thanksgiving holiday is GRATITUDE". According to the Harvard Mental Health Letter, "expressing thanks may be one of the simplest ways to feel better."

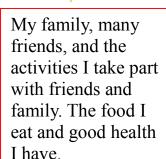
Lorber Residents were asked to share what they are grateful for:

To be alive, I guess. All the nice people I get to meet.



For my family and that I am here in Lorber.

Dorothy Shaffer



Elaine Wicker



Have this place to come to. They treat us well and take good care of us. -Marilyn Wellman



The care we get and everybody is so sweet.

For My Family.
-Doug Jackson

My family, they come and visit me.
-Jeanne Cunningham

For the meals, good care, and my family and friends.
-Dorothy Vanden

My wife of 63 years this month (November 18th). My children all 4 are well behaved, educated and no trouble; Betty brought them up pretty good.

Eugene Newman



My family and the people/staff that help me every morning.

-June Barker Biggs



Written by Chris Gershtein, Director of Quality Management



Since the last update there have been eleven Blue

Box cards submitted to me as of October 18. There were two compliments. One was about the power outage meal served in the Main Dining Room. The compliment was sent to the Dining Services staff and they were very appreciative of your kind words. One compliment was about the two nursing staff on 3rd floor Head Building. This has been sent to the nursing supervisor so that she can share your kind words with them directly and recognize their good work

There were seven concerns and some with associated suggestions. Here are the highlights of how they have been addressed.

- 1. There was a concern that there is no flag displayed anywhere near our Mail Room and a request that perhaps a small one can be obtained and displayed. This was sent to the Administration and Facility Services for follow up.
- 2. There was one from an employee regarding the lack of gravel and parking lines in the lower lot. Plans for adding gravel and redoing the lines are already in progress.
- 3. There was a concern about a gathering of old boxes and "other stuff" all over the place in the basement Head resident storage area. A clean up is coming! Please make sure that you properly store whatever you need to save, items stacked on top of the lockers or in the corners will not be saved.
- 4. There was a concern regarding the shuttle service during Mutt Strut. Mike McComas is working to rectify the situation.
- 5. There was a request for a new recycle bin near the 2nd Adams Mail Room. Facility Services has been asked to follow up on this.
- 6. There was a request for more Root Beer in the Main Dining Room as it has been out. This request was sent to Dining Services.
- 7. There was a concern about the cleaning supplies used on the Rainbow Girls Service day having perfume smells which bothers residents with allergies. This was sent to Facility Services for investigation with a request that perfume free items be used in the future.

There were two suggestions that were submitted without compliments or concerns. Here they are and how they have been addressed.

- 1. There was a suggestion that a shade be installed by the corner table. This request was sent to Facilities Services and Dining Services so that they can coordinate their response to this suggestion.
- 2. There was a suggestion from some staff to offer mandatory education and meetings on weekends as well as during the week to accommodate their schedules. Administration and Human Resources will address this issue and find ways to accommodate staff schedules whenever possible.

Thank you very much for continuing to use this communication tool, especially for any safety related issues. Please keep the cards coming!

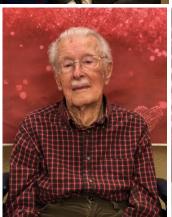
Previous Month's Activities Candlelight Dinner





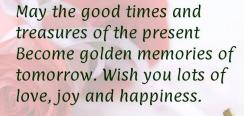




















A Smiling Prayer

From the files of the Late Masonic Chaplain, PM Irwin M. Fershleiser

"Give us O Lord a bit of sun, A bit of work and a bit of fun,

Give us all in the struggle and sputter Our daily bread and a bit of butter.

Give us our health, our keep to make And a bit to spare for poor folk's sake.

Give us, too a bit of song And a tale, and a book to help us along. And give us our share of sorrows lesson That we may prove how grief's a blessing.

Give us, O Lord, a chance to be Our goodly best, brave, wise and free. Our goodly best for ourselves and others Till all men learn to live as brothers." - Author unknown



- We get too soon old, and too late smart.
- She was so old that when she went to school, they didn't have history.
- I intend to remain young indefinitely.
- When I was young, the Dead Sea was alive.
- I look forward to growing old, wise and audacious.
- In love as in other matters, the young are first beginners.
- Youth is a gift of nature but age is a work of art.
- When you get old, you might lose some of your marbles, but don't lose your marbles.
- Age doesn't matter unless you're a cheese.
- Aging like a fine wine means spending a lot of time on your side.
- Beauty comes in all ages, color, shapes and forms. God never makes junk.
- Too many people grow up. That's the real trouble with the world... They don't remember what it's like to be twelve years old.

fannve's funnve's

- If vegetarians eat vegetables, then what do humanitarians eat?
- Why is lemon juice made with artificial flavor, and dishwashing liquid made with real lemons?
- Why is the man who invests all your money called a broker?
- Why didn't Noah swat those two mosquitoes?
- If the con is the opposite of pro, is Congress the opposite of Progress?









We were young and beautiful. Now we are just beautiful. ♥

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Coffee...

Not only were residents delighted to be able to ask questions from general safety topics to hearing stories from the police about their duties, they were treated to some wonderful coffee, doughnuts and pastries.

The Union City Police were very happy with the resident turn out and look forward to be able to come back again for another Coffee with Cops.



In and out in a Day—Submitted by Jim Ward



Many surgical procedures that once required a hospital stay, like small joint replacements, gall bladder removal and carpal tunnel release surgery. can now be done at an outpatient (or ambulatory) surgical center. When your doctor recommends surgery, ask if having it at an outpatient facility is an option for you... you'll be glad you did for a number of reasons:

- ◆ Less time You'll be on your way home within a few hours of the procedure
- **Recover at home -** Rest in the comfort of your own home.
- **Reliable schedules -** Because outpatient procedures are rarely emergencies, last minute operating room changes are unlikely.
- Ouicker recovery Safer, less-invasive techniques (such as Laparoscopy and Arthroscopy) allow your body to heal faster.
- ♦ Less anesthesia Procedures are often done with local or regional anesthesia, which has fewer side effects than general anesthesia.
- Lower risk of infection You have limited exposure time and there are fewer infectious patients (compared to a hospital).
- Save money Outpatient facilities don't have a hospital overhead costs, and your short visit requires fewer resources. A lower bill can mean a big difference in your out-of-pocket costs. *****************

SAFETY CORNER—A monthly reminder from the MH Safety Committee

As we get into the beginning of the autumn months, we also slowly get into the rainy season as well. Although the rain is crucial for the survival of our way of life here in California, it is also a potential slipping hazard when walking on wet surfaces. Here are a couple of tips to help you stay safe when the rain finally starts to come in:

- 1. Be extra careful when entering and exiting buildings. Make sure you wipe your feet off good when you enter the inside of a building and, always check the ground first when exiting a building to see if the ground is wet or not. RAINY SEASON
- 2. Always use the handrails when walking up and down stairs or ramps.
- 3. Avoid walking on wet debris if possible.

With a little bit of extra caution, we can all try to stay a little safer in the upcoming rainy season.

Goodbye, Masonic Home Residents

Written by Lace Loyola



I just want to say my last goodbyes and if I didn't see you, please know that it was a pleasure getting to know you; either passing you by in the hall or seeing you in my exercise classes. You all have greeted me with your wonderful smiles and stories. I have never met a better group of people to work for and I will cherish all the wonderful memories we had together.

I first started here as an intern in Social Services, Traditions, Ceramics and the outings and that is when I first fell in love with this place and all of you. This is by far the best place I have ever worked and for the longest time I couldn't imagine leaving. But now I will be working with the homeless in Hayward as a Peer Counselor. It will give me the opportunity not only to help a vulnerable population, but to grow from my Sociology background. I am going to miss all of you so very much.

You all have impressed me with how much you have accomplished in your life and I have learned so much about resilience from all of you. Thank you for being who you are and making this place what it is. I hope you continue to take care of yourselves physically and mentally. Best wishes to all!

Dying to...—Submitted by Ola Afolabi

First, I was dying to finish my senior secondary school and start university and then I was dying to finish university and start working.

Then I was dying to marry and have children And then I was dying for my children to grow old enough so I could go back to work...

But then I was dying to retire

And now I am dying...

And suddenly I realized...
I forgot to live.

To make money we lose our health and then;
To restore our health we lose money.
We live as if we are never going to die and
We die as if we never lived.



(Don't let this happen to you. Appreciate your current situation and enjoy EACH DAY)



The Holidays Are Coming!

The holidays are right around the corner, which means Dining Services will be busy with guests and family members visiting their loved ones.

Please remember that reservations are required for Sunday Brunch and Special Holiday Meals, such as Thanksgiving and Christmas Day.

To make a reservation, you may call the Main Dining Room at ext. 6485

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My name is Karen White. I am the new Social Service Coordinator for the independent and assisted living here at the Masonic Home. I am very excited to be here and have the opportunity to get to know each one of you personally.

I have worked with seniors for over 35 years. My humble beginnings started at the tender age of 13 when I became a Candy Striper, volunteering at a convalescent home. (That is what they used to be called; now they are called Rehab Centers, or Skilled Nursing Facilities). I fell in love with the residents. Thus began my journey and eventually, my career.

Once I became old enough, I started working as a Nurse's Aid. When the law changed, I went to school to become a Certified Nursing Assistant. I eventually went back to school to obtain my Activities/Social Service certificate, and have worked in Skilled nursing, as Director of Social Services and Discharge Planning ever since. Helping, sharing, caring, crying and laughing with people where they are in any season of life, has always been my passion. I feel so lucky that my job has always allowed me to do just that.

The few, The Brave—Submitted by Anthony Tancredi

This description could only be, you guessed it, the United States Marine Corps which had its birth at of all places, a tavern; to be more specific, Tun Tavern in Philadelphia, the City of Brotherly Love on November 10, 1775. Ever since, they have distinguished themselves in more battles, wars, and occupations than one could have ever imagined. Beginning from the American War of Independence from Great Britain from 1775 to 1783, they later fought pirates on the shores of Tripoli (which is modern Libya) from 1804 to 1805. They also fought during the war of



1812, and they performed with great skill during the war between the states from 1861 to 1865. Next came the Spanish-American War in 1898, where more loyal American blood was shed on the field of honor, and The Boxer Rebellion in China, from 1899 to 1900, where they had to guard American Consulates and support other interests. During the First World War in 1917, "the war to end all wars", some of the Marine Corps' greatest heroic deeds took place. Names like Beauleu Wood and the Battle of Argonne Woods are forever part of Marine Corps history.

Source: Internet To be continued...



Monthly

Thursday, November 1

3:00 p.m.— **Recreation Planning Meeting**—2nd Wollenberg—Blue Zone Cafe

Monday, November 5

9:00 a.m. **Tour Guide** - Host & Hostess Meeting / 2nd Adams Crafts Room

<u>Tuesday, November 6</u>

9:30 a.m.-Low Vision Support Group—2nd Adams
Living Room—Guest Speaker, Karen White,
RCFE Social Worker

Wednesday, November 14

2:00 p.m.—Fireside Chat—Auditorium

Thursday, November 15

1:30 p.m.—**Life's Transitions**—Christina Voissem— 2nd Adams Living Room

Wednesday, November 21

9:45 a.m. — **Chapel Committee** — Meditation Chapel

10:00 a.m.—Resident Food Advisory Committee— 2nd Adams Living Room

2:30 p.m.—**Welcoming Committee** — 3rd Wollenberg

Monday, November 26

3:00 p.m.— **Special Friends'** meeting—2nd Adams Living Room— Special Guest, Father Jeff Finley

Wednesday, November 28

2:00 p.m.—**Resident Council Meeting**—Auditorium 2:30 p.m. — **Town Hall Meeting**—Auditorium



- ♦ Veteran's Day—November 12—10:00 am—Front Steps
- ◆ Candlelight Dinner—November 20—Auditorium
- ◆ Christmas Tree Lighting—December 6— 4:00 pm—7:30 pm—Outside of the Main Building
- ◆ Grand Master Cocktail Reception—December 17—4:30 pm—Auditorium
- ◆ Grand Master's Holiday Dinner—December 17— 5:00 pm—9:00 pm—Main Dining Room

Weekly or Semi-Weekly

Sunday Worship

Sundays, 10:00 a.m., Siminoff

Ceramics Group

Mondays, Tuesdays & Fridays, 10:00 a.m. to 4:00 p.m. 2nd Adams Ceramics Room

Bible Study

Mondays, 10:30 a.m., 4th Lorber Tuesdays, 6:30 p.m., 2nd Adams Meditation Chapel

Women's Forum

1st & 3rd Mondays, 1:30 p.m. 2nd Adams Living Room

Choir Practice

Sundays, 9:00 a.m., Siminoff Chapel Wednesday, 3:10 p.m., Siminoff Chapel

Song & Prayer

Thursdays, 10:00 a.m., 3rd Lorber Thursdays, 10:30 a.m., 4th Lorber Wednesdays, 2:30 p.m., Traditions





When: 5:00 pm on Thursday, December 6, 2018

Where: Festivities begin at the Auditorium Patio

- ◆ Parade
- ◆ Tree Lighting by the front of the Head Building
- Enjoy live holiday entertainment
- ♦ Photo opportunities with Santa
 - ♦ Hot cider and hot chocolate
 - ♦ Holiday treats and cookies
 - ♦ Holiday crafts
 - ♦ Good cheer and fun!

REMEMBER – to bring an unwrapped gift for Toys for Tots and help a child in need this holiday season.

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Resident Birthdays		
Alan Schattenburg	11/2	
Bill Fretz (100 years) Dick Sullivan	11/3	
Bob Biendle Bill Hornbeck	11/6	
Jerry Chamberlain	11/7	
Bea McGraw Craig Peck	11/9	
Bill Lind	11/10	
Clarence Green	11/12	
Zelma Campbell	11/14	
Marge Montgomery	11/15	
Carmen Harper	11/16	
Mitch Franceschini	11/17	
Gene Newman	11/19	
Carole Boyes	11/21	
Marilyn Wellman	11/25	
Richard Cummings Alma Hartman	11/27	
Woody Hibbs	11/30	



Resident Anniversaries

Residents	Ann. Date	Years
Ray & Charlotte Hoffman	11/4	62
Roger & Eva Gurley	11/15	3
Gene & Betty Newman	11/17	62

In Memoriam



Annie McMillan October 19, 2018 Sponsoring Lodge: Crocker #212

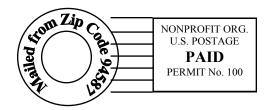


Fred Costa October 28, 2018 Sponsoring Lodge: Hiram #25



The Messenger

Masonic Homes of California 34400 Mission Blvd., Union City, CA 94587



Address Service Requested

	the Messenger is published monthly as a vehicle of
	ommunication and entertainment for the residents
	nd staff of the Masonic Home at Union City with a
	ocus on sharing information about residents, Home
	ctivities, and items of interest to the "Masonic
F	amily."
n	
	roofreaders: Residents: Fannye Lower, Barbara pippel, Marion Papay, Bob & Peggy McCain, Richard &
	Iarla Cummings
1V.	iana Cummings
P	roofreaders Staff: Kim Santos & Tim Catbagan
	č
D	istribution: Residents: Earl & Sheri Purington
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	hotography: Joel Ingram, Recreation Department Staff
ar	nd Friends
E	ditor: Ola Afolabi, UC Communications Manager
Ľ	untor. Ola Moladi, de Communications Manager
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M	Iasonic Homes of CA
	"Together we create meaningful life experiences that
	make a profound difference."—The MH Way
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