

TERRACE TIMES

FOR AND ABOUT THE TERRACES BY HALLMAN, ONTARIO'S PREMIERE RETIREMENT RESIDENCES • SPRING 1999; VOL. II, NO. 2 • AGREEMENT NUMBER 1524984

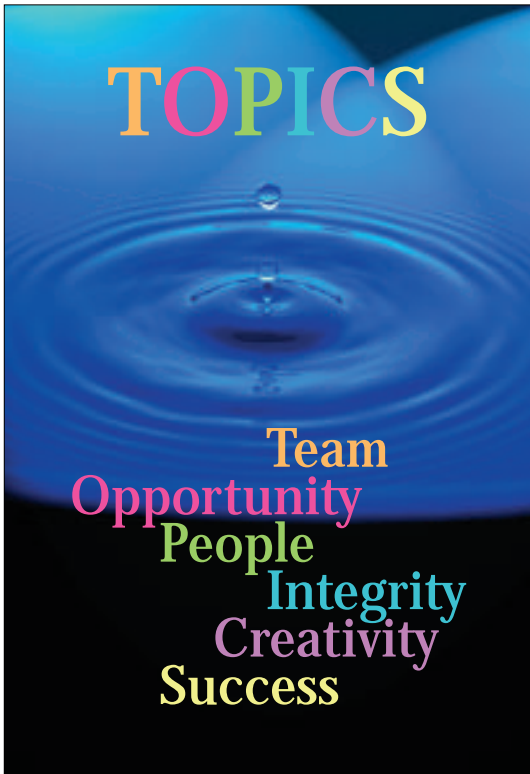
WELCOME TO OUR SPRING EDITION OF THE TERRACE TIMES. WE BELIEVE OUR QUARTERLY NEWSLETTER IS AN IMPORTANT METHOD OF COMMUNICATING WHO WE ARE – INDIVIDUALLY AND CORPORATELY. WE HOPE YOU AGREE.



PETER HALLMAN

Penpoint

TOPICS – have you seen the full size posters at our main reception desks?



Over the past 18 months, we (the owners and managers of Terraces by Hallman) have spent considerable time and energy formalizing our corporate values and vision for the future. This has been a positive experience for us to ensure our personal and corporate values are aligned.

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HELENE MARYNICK

Mrs. Helene Marynick is a Resident at RiverView Terrace in Brantford. The following unsolicited paragraphs, entitled Moving On, were written by Mrs. Marynick on March 12, 1999. They constitute a remarkable Manifesto by one who is entering retirement years with grace and a clear understanding of how to make those years a time of giving and fulfillment.

Moving On

*“Our lives are woven by the weavers of time,
in a pattern we cannot define.”*

A year ago, I decided it was time to move into a retirement home. After visiting four local homes, I chose RiverView Terrace because it called to me and gave me the feel and look of home. I fell in love with its elegance and beautiful décor.



Resident Dramaturgy – Mrs. Helene Marynick and Paul Randorf, rehearsing Helene's production 'Dastardly Deeds or The Thwarted Blackguard'.

I was impressed with the warmth and caring attitude of the administrative and nursing staff, the housekeeping staff and the volunteers. The welcoming friendliness of the Residents was also a major deciding factor. Leaving behind a century old home, the transition was painless. I had so much to look forward to. After all, a house is a pile of bricks and stone. That which is priceless, I took with me. The memories of

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BEST PLACE TO LIVE

TERRACES
- HALLMAN
BEST PLACE TO WORK

For information
about the
Terraces by Hallman
please call
any of the
Residences below

Bankside Terrace
Kitchener
Brad Lawrence, Mgr.
(519) 749-9999

Queen's Square Terrace
Cambridge
Lyn Fisher, Mgr.
(519) 621-2777

RiverView Terrace
Brantford
Margaret McClelland, Mgr.
(519) 756-4141

Terrace on the Square
Waterloo
Jan Gosse, Mgr.
(519) 749-2888

Professionally
managed by

Gold River
CareHomes

ELEVATORS



All Terraces by Hallman are multi-storey buildings – and by design. When we designed Terraces, we decided on a multi-level approach in order to minimize the walking distances and add to the security of the property. It's obvious, if the building is high instead of long with a central elevator, and if the dining room is by the elevator, then we have the shortest distance to the dining room for almost everyone.

And there is security. Most residents prefer to live above the ground level, simply due to the more secure feeling of limited access by outsiders. This requirement is well accommodated at Terraces.

Elevators have a number of requirements to satisfy the needs of our demanding customers. They must be smooth, low in noise levels, have buttons that are easily read, slow enough to keep us calm, have doors that stay open long enough and still take us to the right floor.

The laws regarding elevators in Ontario are onerous and rightly so. These laws are for the safety of elevator travellers.

In our homes, doors are set to move as slowly as allowed by law so that residents have maximum opportunity to enter and exit safely. Also, the sensors on the doors are either full height electric eyes (floor to ceiling) or control-edge. These sensors are to determine if the door can close, or if it has hit something and should open. The control-edge insures that when an object is struck by the closing door it will immediately re-open. These sensors ensure that even small objects such as walkers and canes stop the door from closing on anyone.

Elevators are a very safe and efficient means of travel, and are critical to the success of today's retirement homes.

Greg Neid

PENPOINT *from* FRONT PAGE

We understand the importance to our Residents, families of our Residents and our employees in understanding who we are, our values and beliefs.

Our values have been summarized in the word **TOPICS**. Each of these letters represent an important part of the values of the owners and managers of Terraces by Hallman.

Individually, these words are just words. Collectively, these words and their meaning form the basis of our business and the commitment to people involved with the Terraces by Hallman – our customers, our employees and our business partners.

I will be further expanding our definition of each of these words in future issues of the Terrace Times.

FAMILY INVOLVEMENT

Kerri Hallman & Sara-Jane Neid

Terraces by Hallman – retirement residences in Kitchener, Waterloo, Brantford and Cambridge – offer a special attraction: they are family-owned by persons committed to the idea of a family presence and personal involvement in their operation. Siblings Peter, Susan and Jim Hallman are the owners. Although all have young families, already the second generation is reflecting an interest in exploring a career of service to Terrace Residents.

Kerri Hallman

Kerri Hallman is a good example of second generation interest. In her early twenties, Kerri – daughter of Jim and Susan Hallman – is graduating this spring from Fanshawe College with a Diploma in Social Services. Next on her academic agenda is enrolling in the Gerontology program at Conestoga College. She says, "I like the hands on components of this program, particularly the work-term opportunities."

That fits right into Kerri's work patterns at Bankside Terrace in Kitchener. "I had been considering this career field. Then, last summer, my Uncle Peter suggested I test my interest at Bankside. I started off in dietary, then had an opportunity to work with Heather in Life Enrichment. I really liked it. That two-week trial has stretched out but

I've been doing other things too: Reception, Dietary Aide in the Dining Room, along with five hours every week in Life Enrichment."

"This all seems to be working out well. I enjoy the work. In the near future, I'd like to do more in Life Enrichment; in the distant future, perhaps something in administration."

"I really like the philosophy that brought Terraces by Hallman into existence. It fits the way I feel about caring for and making the lives of Residents better."



Sara-Jane Neid (left) and Kerri Hallman in the Terrace Café at Bankside Terrace.

Sara-Jane Neid

Sara-Jane is a true second-generation family business representative. Daughter of Greg and Lesleigh Neid, Sara-Jane has had long exposure to retirement homes while her father was managing them. Greg is President of Gold River CareHomes, the firm currently managing all of the Terraces by Hallman.

Sara-Jane recalls, "At first, I didn't like this field, probably because I was working for my Dad in the office. So the more immersed he became, the more I veered away from it. Later, however, the summer before I started University, I needed work, so I worked at Park Avenue in Burlington – a place Dad was managing. I worked in the kitchen there, washing dishes and doing other kitchen chores."

"My first year in University, I got a camp job working with special needs people. I liked that; it probably helped to shape my course work. This spring I'm graduating from University of Waterloo with a General B.A. and a Social Work Certificate. My current work experience at Terrace On The Square is creating some confusion about my future

Please see FAMILY on PAGE 4

GREG NEID

Experience, Vision & Leadership

Greg might be found wearing one of several different hats. The title on each would be correct but would provide only a partial picture of his relationship to Terraces by Hallman.

He is known by many as President of Gold River CareHomes, which was established in October 1996. In a manner of speaking, the name Gold River is simply a synonym for Greg Neid – a formal way of encapsulating half a lifetime of experience now focused exclusively on helping to shape Terraces by Hallman into a unique fulfillment of visionary plans.

In terms of function, Greg is Chief Executive Officer of Terraces by Hallman, bringing a wealth of relevant background and ideas to the retirement residence initiative undertaken by Hallman family members Peter, Susan and Jim.

Greg was born in Edmonton. He spent his childhood years in Vancouver and his teen years in Winnipeg. He attended the University of Manitoba. Three years of Electrical Engineering opened the door, in 1969, to a job with Honeywell Corporation where he worked as a Field Service Engineer, fixing computers.

Following that, he accepted a position as Data Processing Manager with Bowes, a division of George Weston Ltd., and one of Honeywell's customers. While there, he pursued studies in accounting, achieving the RIA designation. This in turn led to Greg's appointment as Vice President of Finance and later to the office of Executive Vice President for Bowes.

Looking back, Greg said, "I enjoyed all that but, after a few years, I had an overwhelming desire to own my own company; so left Bowes. Along with several others I started a neurological diagnostic company in California."

"Interestingly, while I was looking for funding for my company, I was offered a job in the retirement residence field by a company that needed turning around. That led to the purchase, along with a partner, of a retirement home in Windsor. In turn, this opened the



Greg Neid, visionary of Gold River CareHomes and Terraces by Hallman.

door to development of a receivership business in the nursing and retirement home industry."

"Those years were very instructive. There was a lot to be learned from these failed businesses while hopefully restructuring them to become going concerns. Actually my partner and I worked for banks, trust companies and insurance companies who wanted their money back. Some businesses we closed; some we sold off successfully. But the real plus was what we learned: that in most of these homes many things were being done wrong."

It may seem strange to say but while Greg was learning how *not* to do things, he was also forming his ideas of how to do things right. This is what Greg and his partner – through their organization – brought to Terraces by Hallman when the Hallmans became one their clients. This early background and

perspective contributed significantly to the early planning process for Bankside Terrace and the other Terraces still to follow – with respect to both building and program.

Greg said, "When my partner and I separated in 1996, he went one way and I went the other." Greg has never looked back, except to draw heavily on his vast range of experience as the various Terraces by Hallman were being brought to birth – and also now as he administers staff and program.

In one sense Peter Hallman and Greg Neid work together as artisans, day by day shaping their shared philosophy and values – along with staff, program details and buildings – into a positive, life-enriching experience for each resident. From this commitment to a common cause has emerged a unique opportunity for seniors to enjoy a special community while, at the same time, extend their years of independence.

Greg is married to Lesleigh who – drawing on her experience as a teacher – created the original ideas for the design of the children's areas in each Terraces by Hallman. Lesleigh enjoys spending her summers working directly with seniors and their families in the homes. Greg and Lesleigh have two children, both who have worked in the business – Krista and Sara-Jane.

NEW MANAGER: BANKSIDE TERRACE



Brad Lawrence began his assignment as General Manager at Bankside on January 15, 1999.

He has an enviable ten year track record in long-term care homes: Manager of Dietary Services as well as Administrator in several different settings.

Brad grew up in Meaford, Ontario. After graduation from Georgian Bay Secondary School in 1982, he attended Centenary College in Scarborough, completing a three-year course in Hospitality Administration. Then he went on to do a two-year course in Food and Nutrition Management, graduating in 1988. In 1992, he graduated from the Canadian School of Management in Toronto with a Bachelor's Degree in Health Services Administration.

"I discovered that I was already on-side with the Hallmans in terms of philosophy, having worked for a company that placed great value on people. So the fit seemed natural for me."

"Beyond that, I was attracted to a retirement residence setting which is more hospitality oriented; that's where I did much of my academic work."

"I'm very pleased to be a part of the Terraces by Hallman group. It offers a tremendous challenge in my career. And I look forward to the opportunities inherent in my position as General Manager; to build a team; to provide excellent customer service – to Residents and staff; being a support for everyone."

"I'm particularly glad to have more contact with the food services end here at Bankside; I had gotten away from that. We've reorganized the dietary services here and, with the other general managers, rewritten our menus. It's a great pleasure to be associated with an organization so committed to excellence in every phase of their service to residents."



WINSTON LEWIS

Chef's Corner

Winston Lewis – Chef for the Terraces by Hallman – enjoys cooking. As well, he enjoys talking about cooking. In each issue of Terrace Times, Winston will share several tidbits gleaned from his training and experience – hints and ideas that can add spice to your cooking.

1 A Guiding Principle

Experiment! Try things out. Don't worry if you do something wrong – you need to risk the wrong (flavour) in order to discover the right.

2 A Rule to Remember

There's more to seasoning food than adding salt and pepper. Get acquainted with herbs and spices.

3 Winston's Law

Always use fresh! Some Cooks get along with dried herbs and spices but (Winston says), if you want to get the real essential oil from an herb or spice, you must get it fresh. And, don't forget; use herbs and spices to enhance the flavour of food – not to overwhelm it.

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CONTEST WINNER!

The Terraces by Hallman submission (shown below) has won the 1999 ORCA Consumer Directory Cover Photo Contest.



Three generations of the Hauser family enjoy the specially designed Children's Play Area at Terrace on the Square Retirement Residence, Waterloo.

MOVING ON from FRONT PAGE

forty-eight years of living; as much of my favourite things and treasures which would fit in my room and hallways.

I was fortunate in being afforded a room in the Heritage section of this beautiful building. I love my room, it is very private and with its lovely antique marble fireplace it has a unique atmosphere of elegance and grace and coziness. It offers a terrific streetscape of Brant Avenue with its beautiful old homes and a view of the comings and going of our residents and visitors.

It is a new life, offering challenges and adventures. Old friends are still very precious to me – new friends are coming into my life – already a few have become special and dear to me.

I would like to conclude this writing with a creed that I promise to practice each day I spend here at RiverView Terrace:

Thoughtfulness adds a special beauty to life.

A helping hand makes the sunshine brighter.

*A loving deed adds a special glow.
A word, a touch, a gift, a smile, the knowledge someone cares.*

All these fill our world with warmth and joy and beauty.

In this may I hope to contribute to the well being of each and everyone at RiverView Terrace.

IYOP – A SPECIAL YEAR

The United Nations National General Assembly has declared 1999 the **International Year of Older Persons** to recognize that the world's population is aging and that such a change in demographics holds a special significance.



The purpose of the Year is to foster international awareness of the importance of seniors' role in society and the need for intergenerational respect and support.

FAMILY from PAGE 2

direction. Since January 1999, I've been a Breakfast and Lunch cook. I love the kitchen, so along with plans to complete a Bachelor of Education degree, I've also applied to George Brown for admission to their Culinary Management program."

"I've been learning so much here. I'm very impressed with Terraces philosophy and the way it's applied in the kitchen. The food is great, carefully prepared. We make everything to taste good and look nice. And we offer choices. Of course, it isn't just the kitchen that is distinctive in a Terrace residence; the whole establishment goes against the traditional view of retirement homes, against the status quo."

"Who knows where I'll end up? If I'm at George Brown this coming fall, you'll likely find me in one of the Terrace kitchens."

GUEST SPEAKER



Bob O'Billovich, champion motivational speaker and the winningest coach in Toronto Argonaut history, inspired our staff recently in Cambridge.