Employee Focus

Placing the Seeds of Empathy in Students Entering the World of Long-Term Care

When started as a program to help new team members at Moira Centre understand the human side of the long-term care sector.

In mid-2011, AON’s program was further expanded to include re-hiring employees.

This evolved into a partnership, with the Port Hope Lions Club, where Port Hope students in the Long-Term Care program are invited to work alongside the staff at the senior living complex.

But, as Ross said in his “Message from the President” in the December 2010 AON newsletter: “we shouldn’t make the mistake of thinking we’re done or that the journey is over.”

Going Forward

The passing of Ross Smith on May 2nd was a loss not only to the Smith family but to the entire AON family of employees.

To know Ross was to love him. His memory lives on.

Connections

A newsletter for the employees of AON Inc.

Ross Alexander Smith, 1943-2011

AON Health communities. We develop and manage innovative properties for residential and senior living, business, and leisure. We are a family of employees who excel in the delivery of quality service and care through dynamic options for living and working.

At AON, we value quality, connections with people, and a future-focus.
Planting the Seeds of Empathy in Students Entering the World of Long-Term Care

When started as a program to help new team members at Moira Place understand the human culture of care is now helping to plant the seeds of empathy in students training to enter the long-term care sector.

In mid-2010, manager of Moira Place began a new program to allow new staff members to meet with residents and ask them questions as part of their training. The program, known as “Message from the President”, was put in place to allow new staff members to meet with residents and ask them questions as part of their training.

The idea is to have the staff build empathy and gain a better understanding of the resident as a person so that we don’t simply looking at them as something that they need to care for, says administrator, Michael O’Kane.

“Any person who has a history who has done a myriad of things over the years, someone who has family, children, and life stories,” he says.

Although they grew up with different life experiences, both Brad and Todd have been formally involved in the business for more than 10 years. Brad and Todd have been formally involved in the business for more than 10 years. Brad has been involved in the business for more than 10 years. Both have a hands-on style of involvement that has come to characterize central Ontario is just second nature to these two men.

The Port Hope Golf & Country Club was their next learning post in the company. Purchased in the spring of 1988, both Brad and Todd have been formally involved in the business for more than 10 years. Both Brad and Todd have been formally involved in the business for more than 10 years.

With experience in every facet of the AON Group of Companies, Brantford, now Brad, has a background in development and the needs of the community.

Todd, on the other hand, took positions with the golf course that summer and began his own journey.

You could generally find both of them hip deep in an irrigation project. Purchased in the spring of 1988, both Brad and Todd have been formally involved in the business for more than 10 years. Both Brad and Todd have been formally involved in the business for more than 10 years.

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AON Houston
Multi-residential Property Portfolio

AON has been in Houston, Texas since 1992 with a current portfolio of 86 multi-residential units consisting of Greystone properties which includes 3 Peterborough properties (property with pools). The economic downturn in the early 1990’s combined with the benefits and lower cost presented AON with a strong investment opportunity to diversify Houston. The fourth largest city in the United States and one of the top multi-residential markets in the United States, currently number one. Currently, Houston is shown as a recovery market and get ready to take over from the significant amounts of time spent in the last 18 months at meeting high standards. We have most, if not all, of the required pieces in place to be able to satisfy the new rules.

The Houston multi-residential market place is very different from highly regulated Ontario. Houston has a very limited construction standards. Building is much less regulated and allows for much more control and property owning in a much “freer” way. The economies landscape requires excellent marketing, marketing strategies, and events. Properties, including AON, are widely regulated. Construction is a 30-story block with swimming pools, leasing offices, laundry facilities, multiple purposes rooms and some covered parking.

Since Houston has a 50% Hispanic population most employees are bilingual.

Up until June 2010, the AON Houston properties were managed by a multiple local property management team. With the change in new legislation, AON has been able to focus on the multi-residential property management team to supply fresh food to members and to our building always looks great and professional and caring treatment of her and our family members...I know she received great care throughout her stay there, but the professional and caring staff are always there for us. This is a letter of sincere thanks to all who knew Michelle throughout her years with Greystone. Michelle was hands on with the AON properties from day one in 1992 to the end of the year. Vice President of Operations for AON’s US operations, Greystone. Many of you had the pleasure of meeting Michelle throughout her years with AON’s Houston property management team. We are very pleased to have Michelle on board as our Supervisor of the year.

Aside from his lovely demeanor, any problem we have is always sorted out. He is sure that his hard work did not go unnoticed. This is at the core of what we do and how we succeed. Here are a couple of our building always looks great and professional and caring treatment of her and our family members...I know she received great care throughout her stay there, but the professional and caring staff are always there for us. This is a letter of sincere thanks to all who knew Michelle throughout her years with Greystone. Michelle was hands on with the AON properties from day one in 1992 to the end of the year. Vice President of Operations for AON’s US operations, Greystone. Many of you had the pleasure of meeting Michelle throughout her years with AON’s Houston property management team. We are very pleased to have Michelle on board as our Supervisor of the year.

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As noted previously in this newsletter, the Retirement Homes Act (Bill 25) was passed by the Ontario government in 2010. The main goals of the Act are to:

1. create a regulatory authority with the power to license and conduct regular inspections of homes;
2. establish mandatory care and safety standards;
3. establish residents’ rights.

As “Authorities” were established by the Act to enforce the legislation, including licensing homes and conducting inspections and investigations. The Authority is a self-funded independent body governed by a Board of Directors, with the initial appointees originated by the Lieutenant Governor.

The Authority is self-funded in that it will charge license fees to be determined in order for them to legally operate. These license fees will ultimately be paid by residents. The amount of these fees have yet to be determined and will be dependent on the size of the infrastructure the Authority decides it will need in order to be able to operate.

The Act states that anyone operating a retirement home must have a license to do so. It defines a retirement home to be any residential complex that is occupied by at least six residents and subject to investigations. The Authority is a self-funded independent body governed by a Board of Directors, with the initial appointees originated by the Lieutenant Governor.

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AON Houston
Multi-residential Property Portfolio

AON has been in Houston, Texas since 1992 with a current portfolio of 1,082 multi-residential units consisting of Granite Club: 228 units (with 2 pools) and Riveraine: 648 units (with 2 pools). The AON Houston office is located at 222 North Houston, Suite 202, Houston, Texas 77002 (mailing address: 3610 N. Service Road, Suite 100, Houston, TX 77020). The Houston head office transition team consisted of Darlene Adams, Ross McLeod, Tony Ryan, Brad Smith and Michelle Ybarra. Jeff Paterson, Ross McLeod and Michelle Ybarra have also been busy with the Granite Club insurance claim and reconstruction projects.

For the second half of 2011 we are excited and optimistic about the momentum for the AON properties in Houston. Please visit our new and improved web sites for the Houston properties to learn more. www.graniteclub.com and www.riveraine.com.

Connecting… with our Customers

New On-line Services & Other Plan Enhancements

Your group benefit program with Great West Life received隆重ly again with no premium increase. There were no changes to the health benefit plan. The Plan continues to offer an attractive benefit package with coverage of all pre-existing conditions. Some limited benefits have been restored. All of the following new services may apply.

Group Benefit

Great West Life now offers secure online access for service options using GroupNet. Included is the ability to submit your claims online and have your payment deposited directly to your bank account. To enroll, go to www.groupnet.ca. GroupNet is available 24 hours a day, 7 days a week.

New on-line benefit brochures are on order. When you receive yours, take a few minutes to familiarize yourself with your Plan, know where to find it, and look for the latest updates. It is important to keep your information current and to emphasize the importance of AON as a leader and a responsible landlord.

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AON has been in Houston, Texas since 1992 with a current portfolio of 56 multifamily residential units consisting of Grand-Club and Grand-Club Senior living units both in a competitive hot market (property with Josephs). The economic downturn of the early 2000’s led to a downgrade of the credit, but AON remained committed to the project. In 2007, AON completed the construction of the new 160-unit senior housing building and commenced operations in September 2007. Housing is a national concern and the new unit will be a welcome addition to the housing stock. The Grand-Club Senior Living units are an ideal fit with the needs of the senior population. The property is located near the Galleria Mall and is within walking distance of the Houston Energy Corridor. The building was constructed to meet the standards of the Green Building Council and is being marketed as an eco-friendly building. The property is expected to have a positive impact on the surrounding community and will be a welcome addition to the housing stock.

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AON Houston is a multi-residential property portfolio in Houston, Texas. The property is located near the Galleria Mall and is within walking distance of the Houston Energy Corridor. The building was constructed to meet the standards of the Green Building Council and is being marketed as an eco-friendly building. The property is expected to have a positive impact on the surrounding community and will be a welcome addition to the housing stock. The property is owned and managed by AON Multifamily, LLC, a subsidiary of AON Corporation. The property is a 160-unit senior housing building and commenced operations in September 2007. The property is expected to have a positive impact on the surrounding community and will be a welcome addition to the housing stock. The property is located near the Galleria Mall and is within walking distance of the Houston Energy Corridor. The building was constructed to meet the standards of the Green Building Council and is being marketed as an eco-friendly building. The property is expected to have a positive impact on the surrounding community and will be a welcome addition to the housing stock.
Planting the Seeds of Empathy in Students Entering the World of Long-Term Care

So what started as a program to help new team members at Moira Place understand the home’s culture of care is now helping to plant the seeds of empathy in students training to work in the long-term care sector.

In mid-2010, managers of Moira Place began a new program to allow new staff members to meet with residents and ask them questions as part of their “Caring Together” orientation process. This new aspect of the orientation process involves staff interacting with residents about their experiences in the past, their memories and their transitions from independent living to life in a long-term environment.

“The idea is to have the staff build empathy and gain a better understanding of the resident as a person so they do not simply look at them as someone they have to provide care for,” says administrator Michael O’Keefe.

“This is a person with a history who has done a myriad of things over the years, someone who has family, children and richness of experience.”

Through this process, team members in the home gain a deeper understanding of the residents as people, and the residents themselves are empowered by the fact that the opinions we sought and gathered are valuable.

This evolved into a partnership with Loyalist College, where the campus is reflected in the in-class and in-Tweed to relate the experiences of residents at Moira Place (MP) and Loyalist College.

“This is a valuable educational experience for our students as it presents an opportunity for them to understand what it might be like to be in the shoes of another person, whether it is someone they are not familiar with, or other expected, someone to do their best — all of which.

Remarked by Mayor Don Bennett as a “modern day genius”, Ross Smith was a strong presence in the community of Kawartha Lakes, and his passing will be deeply missed by many. Ross was a local business associate of Ross’. Former MP Peter Adams said that he had a vested interest in the needs of the community, and the fact that Ross worked in law enforcement provided him with a natural progression into the real estate field. Withdrawing from the day-to-day role of AON, his dedication to the community went on. He was always involved and striving to improve and grow knowing that by diversifying and expanding you ensure we strive to meet and exceed the exacting standards Ross set.

Ross Alexander Smith, 1943-2011

At AON, we value quality, connections with people, and a future-focus. We are a family of employees who excel in the delivery of quality service and care through dynamic options for living well.

A newsletter for the employees of AON Inc.

Williams Port at Prayer Village