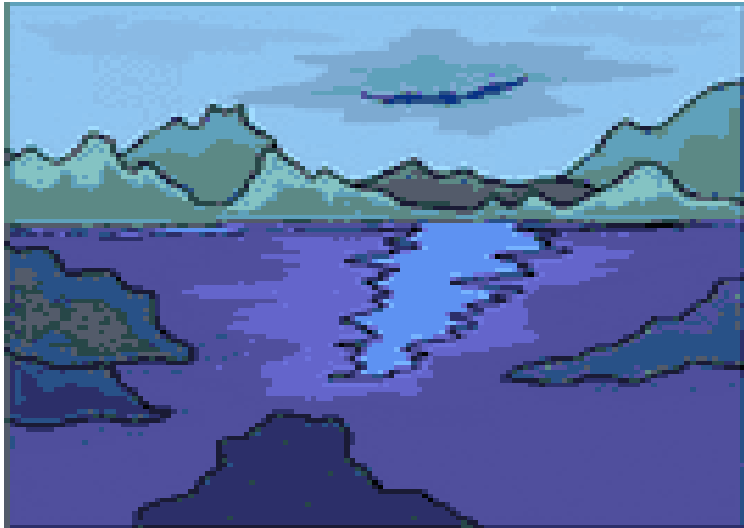


2006  
Service Awards for Geriatric Excellence



Welcome to the

*Third Annual*  
**SERVICE AWARDS FOR  
GERIATRIC EXCELLENCE  
(SAGE)**



**2006**

## **Service Awards for Geriatric Excellence**

- ❖ The Service Awards for Geriatric Excellence (SAGE) are a joint initiative of the Regional Geriatric Program central (RGPC) and St. Peter's Health System.**
- ❖ The goal of the SAGE Awards is to honour the outstanding achievements of those contributing to the field, while also highlighting geriatrics as a critical field of health care.**
- ❖ Tonight we recognize those who provide exemplary service and make outstanding contributions to the health, independence and quality of life of seniors.**

# 2006

## Service Awards for Geriatric Excellence

- ❖ This year the RGPc received 55 nominations in five award categories, and representing three LHIN regions.
- ❖ The five award categories are:
  - Student
  - Individual
  - Executive
  - Team
  - Organization
- ❖ A description of the award categories is listed in your program.

# 2006

## Service Awards for Geriatric Excellence

- Despite independent scoring, we experienced ties in two of the categories.
- A process to break the ties was considered, however, the submissions were of such high quality it was determined that we should allow for multiple winners.

**2006**

**Service Awards for Geriatric Excellence**

**This year's nominees for outstanding student achievement are:**

**Magda Lenartowicz**

**Jennifer Haddy**

# 2006

## Service Awards for Geriatric Excellence

- **The winner of the student award recently earned her Honours Degree in Gerontology. Her outstanding academic achievement evidenced by ten A+ grades and a \$5,000 scholarship to conduct research at McMaster last summer.**
- **During her two practicum semesters, she impressed the staff of the Memory Clinic with her quick learning about assessment issues and her sensitivity to psychosocial issues not otherwise noticed by the team.**
- **Already operating at the level of an experienced graduate student, this year's winner is applying for Ph.D. Programs in communication and aging.**
- **She has worked with older adults in various positions, even starting her own home care business, which she closed because she did not feel comfortable charging needy people for services.**

2006

## Service Awards for Geriatric Excellence

**An excerpt from the winner's nomination letter:**

*" She is intellectually talented and intensely curious, energetic, articulate, deep-thinking, and passionate about research in communication and dementia. She would be my ideal graduate student. ---- shows many ...qualities – persistence, ability to take barriers in stride, creative problem-solving, and an intense personal interest in others. She has my heartfelt highest recommendation."*

2006

# Service Awards for Geriatric Excellence



Inspiring Innovation and Discovery

McMaster Centre for  
Gerontological Studies

**Congratulations to**

**MAGDA  
LENARTOWICZ**

**Winner of the 2006  
Student**

**Service Award for  
Geriatric Excellence!**

# 2006

## Service Awards for Geriatric Excellence

The nominees for outstanding individual dedication and achievement are:

Anna Arpino  
Audrey Devitt-Wilson  
Bob Austin  
Briana Zur  
Dr. Carolyn J. Rosenthal  
Dale Marshall  
Dr. David Lam  
Debbie Mings  
Debra Osborne & Ellen Ross (shared)  
Diane Pye  
Dymphna Clarke  
Dr. George Heckman  
Hank Alberts

Heather Bell  
Jack O'Neil  
Dr. James Morreale  
Karen Allcroft  
Krys Theriault  
Lisa Stokman  
Laura Jewell  
Marlene Hill  
Rose Freeman  
Sharon Turner  
Susan Rivers  
Tim Standish  
Wendy McPherson

**2006**

# **Service Awards for Geriatric Excellence**

**This year three outstanding nominees  
have tied in this category!**

# 2006

## Service Awards for Geriatric Excellence

- Since completing a Bachelor of Nursing in 1992, the contributions of our first winner are numerous and varied.
- Common themes that arose in the many letters of support for her nomination include: superior communication and team building skills; a “visionary leader”; a “gifted teacher and mentor with excellent interpersonal and problem solving skills”; “an innovator who ‘walks the walk’ and doesn’t just ‘talk the talk’, and just as important is the “compassion and humour that she brings each day to every aspect of her work.”
- A fellow Psychogeriatric Resource Consultant said of this person “...it makes me smile to think of how many lives she has positively influenced (staff, clients, family and co-workers)...”

2006

## Service Awards for Geriatric Excellence

An excerpt from the winner's nomination:

*"Those of us who work with ---- have often heard her refer to Bob the Builder as one of her heroes. While there are likely many other people in ----'s life who have inspired and influenced her, she definitely exemplifies Bob the Builder's philosophy of 'Can we fix it? Yes we can'... She is a visionary leader, clinician and educator with an amazing ability to empower those with whom she works. ----'s genuine respect and caring for others is reflected in everything she does- as is her sense of humour, frequently directed at herself."*

**2006**

**Service Awards for Geriatric Excellence**

**Congratulations to KAREN ALLCROFT**

**Winner of the 2006 Individual  
Service Award for Geriatric Excellence!**

# 2006

## Service Awards for Geriatric Excellence

- **Our next winner has been a member of the St. Peter's Hospital team since 1996, where she has taken on a number of key roles including Clinical Educator, Director of Quality Practice and Chief of Nursing.**
- **At St. Peter's, numerous research, clinical and educational projects have benefited from this person's expertise and dedication. In particular, her efforts in staff recruitment, training and retention have helped introduce many new clinicians to the field of geriatrics.**
- **This person is also very involved in the Hamilton community through such organizations as the Continuing Gerontological Education Cooperative, the Gerontological Nursing Association and the School of Nursing at McMaster University.**
- **Colleagues describe her as "an outstanding role model for staff – she takes a very person-centred and caring approach whether she is working with staff, patients or families. "**

2006

## Service Awards for Geriatric Excellence

**An excerpt from the winner's nomination:**

*"---- has a long-standing history of on-going accomplishments that have bettered the care of older persons in our region. ---- is one of those people who get the work done quietly and expertly behind the scenes. She prefers not to take centre-stage but works passionately and determinedly. She inspires others to do their best and she supports them every step of the way. ---- is a leader and a role model...[she] is a truly outstanding leader in geriatrics. She has furthered gerontological continuing education...improved the gerontological content of undergraduate education [and]...developed gerontological expertise in nursing."*

**2006**  
**Service Awards for Geriatric Excellence**



**Congratulations to**

**SUSAN RIVERS**

**Winner of the 2006  
Individual**

**Service Award for  
Geriatric Excellence!**

# 2006

## Service Awards for Geriatric Excellence

- Those who know our next winner refer to him affectionately as “Mr. Gatekeeper”.
- He is a founding member of the Niagara Gatekeeper Program, and has been the driving force in taking the program region-wide. His motto is “All you need is your eyes, your ears and a telephone – Gatekeepers takes care of everything else.”
- The list of how this recipient contributes to his community is long and impressive: volunteering at the Port Colborne General Hospital; organizing the annual Christmas Day Dinner for seniors and others; acting on the Board of Directors for the local Meals on Wheels program; educating students about “Getting to Know Your Parents and Grandparents”; assisting the Niagara Regional Police’s Senior Support Officer; and heading the local seniors’ centre, just to name a few.

2006

## Service Awards for Geriatric Excellence

**Excerpts from the winner's nomination letters:**

*"It is also probable that there are other small and random acts of kindness performed by ---- every day that make his community a better place in which to live; acts which even his closest friends and family are likely not aware. That is the kind of person ---- is...It is this philosophy, this essence of who ---- is, that has motivated us to support his nomination. ---- believes 'that every person matters'..."*

*"I have great respect and admiration for ---- and his wife...who tolerates with a smile and a shrug his "running around" the region and the province and the country helping seniors, most of whom he's never met."*

**2006**  
**Service Awards for Geriatric Excellence**



**Congratulations to**

**JACK O'NEIL**

**Winner of the 2006  
Individual Service  
Award for Geriatric  
Excellence!**

**2006**

**Service Awards for Geriatric Excellence**

**The nominees for outstanding  
Executive leadership are:**

**Dr. Cheryl Allaby**

**Dr. David Lam**

**Douglas H. Rapelje**

**Dr. Irene Turpie**

**Jane McKinnon**

**Wilson**

**Kim Voelker**

**Dr. P.A. McGarry**

**2006**

# **Service Awards for Geriatric Excellence**

**This year two outstanding nominees  
have tied in this category!**

# 2006

## Service Awards for Geriatric Excellence

- **Visionary leader, pioneer, innovator, collaborator, capacity builder, problem solver, client-centred and compassionate are adjectives used repeatedly to describe our first winner.**
- **This person has been serving seniors in Wellington/Dufferin for almost 20 years, during which time she has been a driving force in developing innovative, quality services and programs.**
- **Her leadership and innovation are evident in the new program directions she has chartered, including: the area's first Alzheimer Day Program; the first seniors mental health team with a broad discipline base; a successful Consultation Clinic model in Long Term Care, a collaborative Geropsychiatry Community Education program and the development of a successful community response to elder abuse.**

2006

## Service Awards for Geriatric Excellence

Excerpts from the winner's nomination letters:

*"...----'s unselfish nature, her enthusiasm for geriatric service and her strong spirit have served as a model of behaviour for so many of us. She continues to challenge us professionally and inspire us personally to look for innovative ways...to meet the ultimate challenge of senior-centred care. ---- continues to demonstrate what can be accomplished by working together as a community."*

*"Care for seniors and their families can be very fragmented. In a system that is difficult for all of us to negotiate... --- is our glue...our region works better because of who she is and the work that she does."*

**2006  
Service Awards for Geriatric Excellence**



**Congratulations to**

**JANE  
MCKINNON WILSON**

**Winner of the 2006  
Executive Service Award  
for Geriatric Excellence!**

# 2006

## Service Awards for Geriatric Excellence

- Over the past 16 years, our next winner has been a champion for many service delivery changes and innovations that have resulted in improved services for seniors in the Waterloo Region.
- Through her executive leadership, this person pioneered a unique program to respond to elder abuse in Waterloo Region.
- Through her “extensive knowledge, community leadership and political acumen”, she spearheaded a partnership project supported by the Trillium Foundation, which provided education to over 3,000 professionals working with older adults about the restorative justice approach to addressing elder abuse. The project was later enhanced to increase outreach to diverse cultural communities.

2006

## Service Awards for Geriatric Excellence

An excerpt from the winners nomination:

*“While there have been many participants involved in the development and implementation of this unique approach to elder abuse ---- has had a pivotal role...a totally new approach to addressing elder abuse has been developed, documented and shared extensively – locally, nationally and internationally. Family relationships which might otherwise have been torn apart have been restored, and professionals have been given the tools to continue to respond to elder abuse in a compassionate and culturally sensitive way.”*

**2006  
Service Awards for Geriatric Excellence**



**Congratulations to**

**KIM  
VOELKER**

**Winner of the 2006  
Executive Service Award  
for Geriatric Excellence!**

**2006**

# **Service Awards for Geriatric Excellence**

**The nominees for outstanding Team achievement are:**

**Behavioural Health Program, St. Peter's Hospital**

**Chris Stevens & Mary Maley, Case Management Team, St. Peter's Hospital**

**Dave Shaw & Susan Eeuwes, Pharmacists, St. Peter's Hospital**

**Dr. Nisker – JBN Medical Memory Clinic**

**Long Term Care Home Advisors, Ministry of Health and Long-Term Care**

**Lenora Noel & Dr. Willie Molloy Geriatric Outreach Program**

**Niagara Geriatric Mental Health Outreach Program**

**Occupational Therapy Seating Clinic, St. Peter's Hospital**

**Occupational Therapy Services Team, St. Peter's Hospital**

**Waterloo Region Elder Abuse Response Team**

**Wellington Dufferin Geriatric Resource Training Program**

**Wellington Dufferin Seniors Mental Health Service**

**Wellington Dufferin Seniors Offering Support Program**

**2 West Palliative Care Unit, St. Peter's Hospital**

# 2006

## Service Awards for Geriatric Excellence

- **The winner of this year's team award is described by their Program Director as "...a team that continually influences, respects and supports one another in the attainment of best practices. Their transformational leadership, empowering one another, creates a highly effective team dedicated to enhancing dementia care."**
- **Despite having to function in a less than optimal physical environment for many years, they continue to provide optimal care, recognizing that "each individual is unique and should be cared for with unconditional positive regard."**
- **They have shown vision through community collaboration, education, leadership for other facilities and the development of many best-practice initiatives, including: a comprehensive falls prevention program; a Least Restraint policy; and were key in the development of the Gentle Persuasive Approaches in dementia care program.**

2006

## Service Awards for Geriatric Excellence

Comments from the daughter of a resident  
cared for by the winning team:

*"...my father...has been a resident...for almost 2 years. As family, I cannot express how difficult it has been for us to see him decline in his dementia and physical health. The sadness that we cannot provide him the care he needs, is often compounded by guilt, and it is only through the sensitive, and skilled care that he receives by your staff, that we are able to feel some peace of mind...We get comfort that he is accepted and cared for by people who are able to respond to him with gentle attention, acceptance, and humour, thus allowing him some sense of dignity and quality of life...I would like to thank each of you on staff...for the supportive emotional environment you create, and for the patience and skilled care you give to my father and all the other residents."*

# 2006 Service Awards for Geriatric Excellence

**Congratulations to the  
BEHAVIOURAL HEALTH TEAM, ST. PETER'S HOSPITAL**



**Winner of the 2006 Team  
Service Award for Geriatric Excellence!**

**2006**

# **Service Awards for Geriatric Excellence**

**The nominees for outstanding  
Organization achievement & leadership are:**

**Community Mental Health Clinic, Wellington Dufferin**

**Hamilton Council on Aging**

**Halton Oral Health Outreach Program**

**Regional Municipality of Niagara Seniors Community Programs**

**Shalom Village, Hamilton**

**St. Joseph's Health Centre, Guelph**

# 2006

## Service Awards for Geriatric Excellence

- The recipient of the organization award is a place that people come to because they want to, not because they have to.
- Its “AT HOME” approach to care, truly innovative programming and sense of community make it a model for all long term care facilities and seniors’ residences.
- The holistic approach to each individual’s care is reflected in the broad spectrum of services provided to residents and their families, including: long term care, supportive housing, day program, fitness centre, convalescent care, Sneozelen Room, specially designed gardens, the innovative use of technology to enhance care, education and research
- This recipient has also been so successful due to its collaborative approach to working with community partners and its commitment to developing leadership skills at all levels of the organization.

2006

## Service Awards for Geriatric Excellence

Comments from the daughter of a resident  
of the winning organization:

*"Thank you most sincerely for all that you have done for my mother...and all her family...----'s Respite Program...was absolutely crucial to my caring for mom at home, something I dearly wanted to do. It wouldn't have happened for so many years without you. Knowing that my mom was safe in ---- (as a permanent resident) was a huge blessing in my life. I never had to worry, for I knew she was receiving the very best of care, delivered by kind, caring and skilled staff."*

# 2006 Service Awards for Geriatric Excellence



**Congratulations to**

**SHALOM VILLAGE**

**Winner of the 2006  
Organization  
Service Award for  
Geriatric Excellence!**