



### Welcome to the 5<sup>th</sup> Annual SERVICE AWARDS for GERIATRIC EXCELLENCE



Hosted by:



#### Celebrating Excellence!



- The Service Awards for Geriatric Excellence (SAGE) is a joint initiative of the Regional Geriatric Program central and St. Peter's Health System.
- The goal of SAGE 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.



This year we received an overwhelming 83 nominations!

We also added a new Volunteer category in recognition of the vital contributions of volunteers to the quality care provided to older adults in our communities.



- ➤ We received nominations in five categories:
  - Individual
  - Executive
  - Volunteer
  - Team
  - Organization

- ➢And from six regions:
  - Haldimand Norfolk
  - •Halton
  - •Hamilton
  - •Niagara
  - Waterloo
  - •Wellington Dufferin

A description of the award categories and all nominees are listed in your program.



### Congratulations to all 2008 SAGE Nominees!



- Each SAGE nomination is reviewed independently by four people using standard criteria and a scoring template. The four independent scores for each nomination are tallied to determine the winner in each category.
- Despite independent scoring, we experienced ties in two categories this year.
- The submissions were of such high caliber, and the scores so close, that it was determined that we should allow for multiple winners.



# Award Presentations



## Individual Award



### Nominees for outstanding achievement in the INDIVIDUAL CATEGORY:

Anju Joshi

Anne Pizzacalla

Barb McCoy

Blanca Kocnarova

Brenda Kellendonk

Cardet Lyle

Caroline Mbumbu-

Ndengi

Christine Hillman

Dave Farr

Debbie Young

Denisa Predoiu

Donna Bowes

Dr. Irene Tuttle

Gail Stevens

Gary Paglia

Jackie Fox

Janice Murphy

Jean Riley

Jimmy Collier

Liz Mersereau

Louanne McClemont

Mary Edwards

Michele Bliss

Molly Watson

Raymond Dennis

Ron Bote

Rosemary Stevens

Sandra Cordeiro

Sheli O'Connor

Susan Guertin

Sylvere Baransengeta

Tamara Johnson

Wedad Khatib

### Celebrating Excellence!



# Two outstanding nominees have tied in this category...



- ➢ Our first winner is an excellent communicator, keeping colleagues and families aware of changes in clients' needs.
- This individual is a leader who motivates staff to stay positive in the face of challenges in their day to day work.
- Cur winner's calm and gentle demeanor, extensive knowledge base and leadership skills make this person an excellent mentor to new staff. This individual is a vital member of the care team and always has a ready smile and positive attitude.



### Excerpts from the winner's nomination letters

<b>.</b>	recognizes and promotes the importance of Wellness programs
	for seniors contributes to the planning and works extra hours
	to ensure the success of social and educational events"
cc I	Mental health concerns are often challenging issues has
	participated in several educational sessions successfully transferring
	knowledge into practice was instrumental in assisting a client
	with mental health issues and the client's family through a difficult
	time.
<b>CC</b>	uses knowledge and life skills to provide solutions to challenges
	and motivates the team by example is flexible, manages changes
	and adapts care to meet the current need.

#### Celebrating Excellence!



# And the winner is...





Congratulations to

### ROSEMARY STEVENS

Winner of the 2008

Individual

Service Award

for Geriatric Excellence!



- Dur second winner this evening listens to the words and ideas of others and looks for opportunities to help others improve, seeing the potential for greatness in them.
- Our winner is the "go to" person because this individual gets things done. Ideas and requests do not just sit on this person's desk. If someone wants action whether it be client, family member or coworker they know they can count on this person to take things forward.
- This person has led ground breaking work locally and provincially with Pandemic Planning, the Seniors in Motion gym initiative and The Enchanted Garden horticultural therapy program. Our winner brings 18+ years of experience to the organization and is a fierce champion for seniors.



### Excerpts from the winner's nomination letters

"a	staff member	commented 'it	t makes you v	vant to come	to work
	when you see	that level of co	ommitment d	lemonstrated	by a
	manager.	will not tak	ce no for an a	nswer,	will find
	a way to get a project done. It is this unstoppable attitude that				tude that
	leads to	accomplish m	any great ini	tiatives"	

leads by example and has high expectations for herself and for others. She holds the attitude that subpar work will not be tolerated. This attitude has gained her respect". One colleague stated, "it is felt she celebrates all, everyone is valued and equal."



### Excerpts from the winner's nomination letters

"There are not enough superlatives to adequately describe this person. Her passion for our residents is amazing. She gives 110% in all they do. We are talking about a wonderful individual with a heart of gold – one in a million."



# And the winner is...





Congratulations to

TAMARA JOHNSON

Winner of the 2008

Individual

Service Award

for Geriatric Excellence!



# Volunteer Award



### Nominees for outstanding achievement in the VOLUNTEER CATEGORY:

Allen Klarer

**Brian Johnston** 

Elizabeth Lillian Page

**Gaby King** 

Gillian Doherty

Halle Pyatt

Jean Smith

Jeanie Airey

Jo-Ann Pomerantz

Judy Hughes

Karen Hughes

Kay Harford

Lesia Pellerino

Magdalena Surma

Marita McClory

Rose Perovich

**Sharon Piper** 

Tina Fedorczenko

Valerie and Peter Butler

#### Celebrating Excellence!



# Four outstanding nominees have tied in this category...



- Dur first winner has volunteered for this organization for over 20 years and during this time has had almost perfect attendance and always comes to meetings well prepared. An unbelievable committee member!
- This person has taken on executive roles as Chair and Vice Chair, participated on many executive committees participated in fundraising and at the same time, even showed up to do manual labour!
- Dur winner is not only active in many community organizations, but finds time to walk 8 miles a day, is a life long learner graduating with an MBA in his late 50's and from Ryerson in Law Procedures in his 60's, and continues to attend education sessions.



### Excerpts from the winner's nomination letters

کک _	is always	there - standing in the background,
	ready to fill a	gap or provide information and
	assistance.	's volunteer work is legendary".

is a real pro at linking people together who have similar interests and leads the field by almost always being the first to volunteer.... lead's by example".



### Excerpts from the winner's nomination letters

···	not only starts the plan	of action, but is there to			
i	mplement it as well's	offer of 'if you need help, le			
me know' has been taken up many times".					
<b></b>	is a great motivator.	's enthusiasm for life in			
و	general has provided younger cohorts with their own				
S	ense of worth as they age	has never let 'aging'			
S	low him down"				



# And the winner is...





Congratulations to

ALLEN KLARER

Winner of the 2008

Volunteer

Service Award for Geriatric Excellence!



- Our next winner has been a volunteer with this organization for more than 25 years, is a founding member of the Women's Auxiliary and has been instrumental in raising more than a quarter million dollars for the organization. She is the quintessential volunteer...always dreaming up new ways to help people.
- This individual is constantly seeking to upgrade her skills. As a registered nurse by profession she took special training to learn how to use Snoezelen equipment and completed the certificate course in Palliative Care.
- This person is innovative and creative, and has helped to introduce new programs to her own organization as well as other organizations in the community. Stemming from her enthusiasm for active living she was instrumental in bringing fitness programs to residents.



### Excerpts from the winner's nomination letters

"\_\_\_\_ credits her grandmother for instilling her love of volunteering.

My grandmother was always there for her friends, just being, so I am happy to continue in her footsteps"

"\_\_\_\_\_ 's quiet leadership has had an impact not only on other volunteers, but on staff as well. The people she works with value her mentorship as much as her friendship"

"Her empathy, compassion and sunny disposition are cherished by all of the residents whose lives she touches every day. Her contributions exceed expectations in every way"



# And the winner is...





Congratulations to

JO-ANN
POMERANTZ

Winner of the 2008

Volunteer

Service Award for Geriatric Excellence!



- To 20 years and the staff cannot imaging working without her.
- This individual is described as intelligent, warm thoughtful and generous to a fault. Staff comment that through her personal experience of caring for a spouse with Alzheimer's disease she has true empathy and compassion for patients and their families.
- This volunteer is always the first to arrive and has a remarkable attendance record. She has such a positive impact on patients and families that on the odd occasion that she misses a clinic, they inquire about her and when she'll be back.



### Excerpts from the winner's nomination letters

was introduced to me as a person 'worth her weight in gold'. She immediately responded humbly by saying 'maybe nickel'. She is a blessing to our memory clinic, one of our most valued resources and for us a friend".

"She is easily the kindest person I have ever met. She is intelligent, warm, compassionate and has been the person who greets patients to our clinic for the past 20 years".

"This is a difficult place to volunteer as many patients and caregivers who have Alzheimer's disease are feeling depressed or desperate.

is always ready to listen, share her warmth and compassion and lend her sense of humour".

#### Celebrating Excellence!



# And the winner is...





Congratulations to

### ROSE PEROVICH

Winner of the 2008

Volunteer

Service Award for Geriatric Excellence!



- ➢ Our final volunteer award winner has been a volunteer with the organization for 12 years and has been responsible for the growth and ongoing development of a dedicated group of volunteers specializing in Palliative Care.
- She exceeds the traditional role of volunteer by overseeing this committed and very dedicated group of volunteers. Much of the team's dedication comes as a result of her leadership. She goes above and beyond to enrich the lives of those around her
- This is an exceptional program with wonderful, committed volunteers. Countless families have thanked the organization's management directly for the loving and caring attention that the volunteers have provided to its dying residents.



#### Excerpts from the winner's nomination letters

A colleague notes "She	always shows kindness and has a caring
nature about her.	is instrumental in providing our most
	care and dignity they deserve when palliative".

is the reason we are such a dedicated group of volunteers. She is invaluable in our organization – a precious leader. As a palliative leader she is a source of strength to all of us".

"She is a guardian angel, she cares so much, shows so much courage and leads others by example. We have a lot of respect for her as she shows a JOY for what she does, she sparkles when you are around her."



## And the winner is...





Congratulations to

#### KAY HARFORD

Winner of the 2008 Volunteer

Service Award for Geriatric Excellence!



## Executive Award



Nominees for outstanding achievement in the EXECUTIVE CATEGORY:

Anna Tersigni Phelan
Dr. Brian Misiaszek
Dr. Irene Turpie
Karen Conway
Kit Julian
Sheldon Wolfson



- № 18 years ago this individual identified that Geriatric Medicine, Geriatric Psychiatry and Long Term Care were working in silos. This person was the visionary and catalyst in the community to help these groups begin talking, planning and consulting with each other. Today, 18 years later these disciplines are working collaboratively in nine settings.
- This individual has presented locally, provincially and nationally about the creative programs she has developed in the community and has clearly demonstrated partnerships with all service providers large and small.
- Dur winner is a leader in being responsive to the needs of diverse ethnocultural groups and ensuring there is an ethnic understanding and a language interpretation available to all populations within our community.



#### Excerpts from the winner's nomination letters

"The statement 'demonstrates inspiring vision of how care for the elderly can be improved' is a testimonial to who and how practices. She is known in our community as the individual with vision and is often 2 years ahead of the system."

"\_\_\_\_\_'s dedication for over 20 years to the field of geriatrics speaks volumes to the success within our region and has had a 'ripple affect' across our province".



#### Excerpts from the winner's nomination letters

"\_\_\_\_\_\_'s work in the field has been 'tireless' and dedicated.

The excellent services seniors receive today is the result of this humble outstanding leader in the field of geriatrics.

She has brought administrators and clinicians together for one purpose – streamlining systems of care for clients and families".



## And the winner is...





Congratulations to

**ANNA** 

TERSIGNI PHELAN

Winner of the 2008

Executive

Service Award for Geriatric Excellence!



## Team Award



#### Nominees for outstanding achievement in the TEAM CATEGORY:

Admissions, Treatment and Discharge Team, T. Roy Adams Regional Centre for Dementia Care

Convalescent Care Program, Townsview Lifecare Centre

Delirium, Restraints, Falls (DeRF) Patrol, Hamilton Health Sciences

Dietitians Team, St. Peter' Hospital

Dr. John Yang & Maria Boyes, Geriatric Medicine Team, Cambridge Memorial Hospital

Environmental Assistant Team, St. Peter's Hospital

Escarpment View Team, Creak Way Village

Gatekeepers Program, Catholic Family Services of Hamilton

Geriatric Assessment and Rehabilitation Unit, Hamilton Health Sciences

Halton Hills Seniors West Planning, Advisory and Education Committee, Links2Care

Hospital Elder Life Program Volunteer Team, Joseph Brant Memorial Hospital

#### Celebrating Excellence!



#### Nominees for outstanding achievement in the TEAM CATEGORY:

Nutrition and Food Services, St. Peter's Hospital

Outreach Services Team, St. Joseph's Health Centre

Pastoral Care Services, St. Peter's Hospital

Screening for Delirium, Dementia and Depression in Older Adults & Caregiving Strategies for Older Adults with Delirium, Dementia and Depression Working Group, Hamilton Niagara Haldimand Brant CCAC, Niagara Branch

Wellington Dufferin Specialized Geriatric Services, Trellis Mental Health and Developmental Services, St. Joseph's Health Centre, Guelph & Waterloo Wellington CCAC



- As a result of one time funding through the Regional Geriatric Program, this group was able to participate in a planning process which led to a successful centralized intake system and an integrated team for geriatric psychiatry and medicine.
- With no new funding, this team came together to develop a streamlined approach to service delivery which has improved the continuum of care for seniors. Their knowledge and successful practices are shared across the province.
- A person observing the work of this team would readily observe evidence of mutual respect and accountability. Although the team is physically located across seven offices there is a virtual "office" that is evident throughout their day to day practice.



#### Excerpts from the winner's nomination letters

"They are leaders in partnering with primary health through the Family Health Teams and Community Health Centers. This is further evidence of the progressive community development work of the \_\_\_\_\_ Team"

"Representation from the team is present at all planning tables. This is a team that is built on the framework of collaboration, integration, coordination and creativity"



Excerpts from the winner's nomination letters

"The \_\_\_\_\_ is an exciting team that is always up for the challenge of change, diversity or making service delivery the best it can be. Although the team as a whole can travel over 20,000 kilometers in a month, they function in a virtual setting where face to face is only separated by a highway or a county road".



## And the winner is...





WELLINGTON DUFFERIN SPECIALIZED GERIATRIC SERVICES

Winner of the 2008 Team Service Award for Geriatric Excellence!

#### Celebrating Excellence!



## Organization Award



#### Nominees for outstanding achievement in the TEAM CATEGORY:

8

Community Support Connections - Meals on Wheels and More

Disabled and Aged Regional Transportation System (DARTS)

**Guelph Wellington Alzheimer Society** 

**Jackson Therapeutic Recreation** 

Joseph Brant Wellness House

Maple Villa Long Term Care Centre

Oakville Kiwanis Meals on Wheels

S.E.N.A.C.A. Seniors Day Program Halton Inc.

Senior Homecare by Angels

#### Celebrating Excellence!



- This organization was nominated by the people it cares for, a true testament that staff of all levels of the organization are dedicated to creating a home environment and to caring for the person behind the illness.
- This organization is committed to a multidisciplinary approach to care that is designed to assist individuals to maintain and restore an optimal level of independence and enhance their of quality of life.
- Many staff of this organization are long-term employees, some with over 30 years of service. This continuity has allowed staff to get to know patients on a very personal level and to become like family.



The Value Statement of this organization is:

Honesty and Trust

Enjoyment of a Meaningful Lifestyle

Autonomy That Recognizes Individual Needs & Desires

Respect

Teamwork for Everyone



#### Excerpts from the winner's nomination letters

"We, the 91 residents of \_\_\_\_\_ are honoured and excited to nominate our "home". Our organization has gone above and beyond through various vital contributions by those who are passionate and committed to improving our quality of life."

"Many nurses in our organization have up to 36 years of service. We get to know our nurses personally – they treat us as family, not just patients!"

"Our owner and administration team have an "open door" policy, provide exceptional leadership and are really a people driven team"

#### Celebrating Excellence!



## And the winner is...





#### Congratulations to

MAPLE VILLA
LONG TERM CARE
CENTRE

Winner of the 2008

Organization

Service Award

for Geriatric Excellence!



# Congratulations to all 2008 SAGE Winners!





#### 5<sup>th</sup> Annual SERVICE AWARDS for GERIATRIC EXCELLENCE



Hosted by:



#### Celebrating Excellence!