



# WESTMINSTER FAMILY NEWS

A Quarterly Publication  
Celebrating Employees  
of Communities  
Managed by  
Westminster  
Communities  
of Florida

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## Mission of the Heart

By Roger Stevens, COO

“What are you doing?” Have you ever been asked that question at work?

A reporter stopped at a construction site and asked the first bricklayer, “What are you doing?” The bricklayer said, “I make my living laying these bricks.”

The reporter asked the next bricklayer, “What are you doing?” The bricklayer answered, “I’m practicing the profession of bricklaying, and I’m the best bricklayer ever!” “That’s great, that’s very noble,” replied the reporter.

Then the reporter asked the third bricklayer, “What are you doing?” The third bricklayer responded, “I’m building a Cathedral!”

What we are doing is defined by our perspective, and sometimes we lose perspective about what we are doing. We are God’s people serving God’s people. Our mission has a rich heritage of 50 years. But really, our mission of serving older adults is thousands of year’s old, dating back to the days of Moses and before!

We each have a job, but we also participate as a team member in one of the most sacred missions on earth, honoring our elders. Thank you for doing your best every day in helping us fulfill our Mission.



### IN THE SPOTLIGHT

*Carolyn McGarvey*, Executive Assistant to the CEO, recently celebrated her 20th employment anniversary with **Westminster Services**. Among other things, her job responsibilities include preparing and organizing meeting materials for all Board Meetings and maintaining records for all of our 27 corporations. Carolyn has seen many

changes over the years and her responsibilities have expanded with the growth of the organization. She says the best part of her job is the interaction with coworkers and working for a stable organization that is caring and supportive of its employees.

Carolyn and her husband, Blair, have three children and seven grandchildren. When she is not working, Carolyn enjoys spending time with her family and attending her grandchildren’s sporting events. She also enjoys participating in church activities, shopping, and reading.

We want to congratulate Carolyn on completing 20 years of service with our organization and thank her for her commitment to our mission.

*You’re in the Spotlight!*

# Volunteers in Action

Although it can be challenging to carve out the time to volunteer, **Winter Park Towers** has two employees who make it a point to give back when they can find that time.



*Camri McCormick*, Director of Volunteer Services, believes that it is imperative that she “practices what she preaches.” After volunteering with the Westminster group last Fall to decorate Give Kids the World for Halloween, Camri has twice volunteered to perform as a costumed character in their Winter Wonderland Parade. She and her American Bulldog, Casper, are also a SPCA certified pet visitation team and volunteer at Ronald McDonald House and, of course, Winter Park Towers!



*Paula Vargas*, Business Office Manager, also believes that it is important to give back when she can. Paula is a volunteer with the City of Altamonte where she helps with various special events. In 2006, she was honored as their Volunteer of Year for her outstanding work as a cheerleading coach. Paula also volunteers with the Foundation for Foster Children, an organization near and dear to her heart. Most recently, she played an integral role in their toy drive, collecting the Angel Tree gifts

in her area from the week before Thanksgiving until Christmas. If the project is something that she believes in, Paula will make the time to be there.

## Wellness



You can find wellness running throughout the **Westminster Communities in St. Petersburg**.

Our St. Petersburg communities have initiated a monthly 5k run/walk for the benefit of their staff. The event kicked off in April with 19 runners and walkers taking a scenic course around **Westminster Shores** which included a beautiful stretch along Tampa Bay.

So far a total of 21 people have registered for the series which runs through November. Participants pictured include: Jeff Weatherhead, Janice Clifton, Joel Miller, Stacy Oliver, Barbara Bayless, June Bilbro, Gary Stepp, Michael Martin, Brian Huggins from Westminster Shores and Leia Carothers, Kandy Hurley, Inga Darga, Katrina Allen, Connie Makuch from Westminster Suncoast.

While fitness levels and reasons for participation vary, the sense of fulfillment and fellowship is the same for all the participants.

Employees from the communities have met folks from sister communities and friendships are being formed. All the participants enjoy the social aspect of the events prior to the run or walk and the athletes gather at the finish line to cheer one another on and to recharge with water and Gatorade.

An additional benefit is that the program has been approved by Management Services and two of the races will qualify for GEMS credits with reimbursement of the initial entrance fee to the employee.

## CEO Award

At our annual Awards Banquet in April, *Karen Aytes-Rochester*, Administrator at **Gateway Terrace**, was presented with a special CEO Award for Overall Community Improvement. During the two years since her appointment as administrator of the community, Karen has managed over two million dollars of building improvements which resulted in a vast improvement of the community’s HUD Real Estate Assessment Score. In addition, due to Karen’s diligent efforts, vacancies were reduced from 40 empty apartments to none. Congratulations, Karen, on your legendary performance!



## *Person Centered Model*



Keeping residents, including those who have moved into the Health Center, motivated to volunteer can be a challenge but a great reward as well. Encouraging volunteerism can be done by all employees not just the Director of Volunteer Services. One recent example of this is **Westminster Oaks** newest Health Center employee, *Renie Melvin*.

Renie remembered that seven residential living residents volunteer as mentors to the students at W.T. Moore elementary school. Those mentors have partnered with some FSU students to write children's books; however, no one had stepped up to design the covers of these exciting new books until now. **Westminster Oaks Health Center Residents, with Renie's encouragement and the FSU students' assistance, will be designing the covers for each of these children's books.** Once the books are finished, the mentors will take them back to the elementary school to give to their students as part of their reading tutorial!

Providing opportunities for residents to make a contribution, by volunteering, is an important part of the Person Centered Model. We thank Renie for her ability see that our residents, regardless of where they live, will always be capable of doing something important and meaningful, not only for themselves but for others as well.

## *Employee Assistance Program*

Sarah's husband of over 30 years passed away last year and then four days later, her son also passed away. Sarah's supervisor suggested that she might benefit from some of the services offered by our Employee Assistance Program but Sarah didn't think she needed counseling.

Sarah felt she was handling her grief well and doing fine, and she was, until the holiday season arrived. All of sudden Sarah felt depressed, extremely sad, and alone and she wondered how she was ever going to make it through the holidays.

Sarah remembered her supervisor's suggestion and contacted the HR Director who put her in touch with the counseling center. After spending over an hour talking with one of the counselors, Sarah felt much better and continued visiting the center throughout the holidays.

Sarah says those sessions are what helped her get through the holidays and put her on the road to recovery. The story above is true but the employee's name has been changed for confidentiality. We thank the employee for sharing her story with us.

*Reminder:* The Employee Assistance Program (EAP) is part of our benefit package. The EAP is a confidential counseling and referral service for employees and their immediate family members. The program allows employees up to eight (8) free visits per family member, per year and provides counseling for a variety of personal and work related issues. For more information on the Employee Assistance Program and how to access services please contact your Department Manager, the Executive Director, or the Human Resources Director at your community.

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## *In Memoriam*



*Eddie Jackson*  
employee at  
**Westminster Shores,**  
**St. Petersburg**  
from 2008 - 2011

# Milestones

*Congratulations to the following employees who are celebrating a significant employment anniversary during the second quarter of this year (April, May, and June 2011)*

## Five Years

Westminster Towers & Shores .....	Joan St. Onge
Westminster Towers & Shores .....	Jeremy Swisher
Westminster Towers & Shores .....	Ryan Ramos
Westminster Bradenton Manor .....	Karla Roig
Westminster Bradenton Manor .....	Robert Haban
Westminster Bradenton Manor .....	Marcia Shepardson
Westminster Suncoast.....	Bridget Burns
Westminster Suncoast.....	Hattie Oliphant
Westminster Suncoast.....	Loretta Munnerlyn
Westminster Palms .....	Dione Zampach
Westminster Palms .....	Patricia Butterfield
Westminster Palms .....	Donna Butler
Westminster Oaks .....	Exsor Espino
Westminster Oaks .....	Veronica Shirley
Westminster Oaks .....	Elizabeth Kendrick
Westminster Oaks .....	Dellarese Wright
Westminster Oaks .....	Keisha King
Westminster Oaks .....	Billy Tanner
Westminster Services .....	Lynn Hall
Westminster Services .....	Gina Manzi
Westminster Towers Orlando .....	Annette Smith
Westminster Towers Orlando .....	Cynthia Ermita
Westminster Towers Orlando .....	Iraida Cruz
Westminster Towers Orlando .....	Viliane Theodore
Westminster Towers Orlando .....	Luanne Arvant
Winter Park Towers.....	Michael Fogg
Winter Park Towers.....	Paulene Morris
Winter Park Towers.....	Johnna Troxell
Winter Park Towers.....	Ashley Jones
Winter Park Towers.....	Charles Jean
Winter Park Towers.....	Ruth Cubero
Winter Park Towers.....	Bonita Jones
Westminster Woods on Julington .....	Heather Parker
Westminster Woods on Julington .....	Rhonda Manners
Westminster Woods on Julington .....	Easter McNair
Westminster Woods on Julington .....	Amanda Fortner
Westminster Woods on Julington .....	Tracy Henderson
Westminster Woods on Julington .....	Gayle Barnsback

## Ten Years

Westminster Asbury .....	Chesney Rhodes
Westminster Plaza .....	Henry Longtin
Westminster Shores .....	Edith Mills
Westminster Towers Orlando .....	Eugenia Oliver
Westminster Woods on Julington .....	Johnnie Robinson
Westminster Palms .....	York Belcher
Westminster Palms .....	Jeanette Mann
Westminster Suncoast.....	Minerva Joseph
Westminster Suncoast.....	Jerome Bivens
Westminster Oaks .....	Carletta Mathis
Westminster Oaks .....	Eva Coriell
Westminster Services .....	Harold Hachmeister
Westminster Services .....	Judy Hudson
Westminster Towers & Shores .....	Cora Rodgers
Westminster Towers & Shores .....	Judy Zimmerman
Westminster Towers & Shores .....	Barbara Flournoy
Westminster Towers & Shores .....	Deborah Tarpey
Westminster Towers & Shores .....	Rhonda Grooms

## Fifteen Years

Westminster Towers Orlando .....	Cynthia Thomas
Westminster Towers & Shores .....	Gladys Ramos
Westminster Oaks .....	Rebecca Santos
Westminster Oaks .....	Lorraine Gardner
Westminster Oaks .....	Vanessa Trueblood
Winter Park Towers.....	Leonida Hook
Winter Park Towers.....	Taghieh Amini
Winter Park Towers.....	Felisa Gayahan

## Twenty Years

Westminster Village .....	Janet Wehmeier
Westminster Plaza .....	Lucille Caldwell
Westminster Shores St. Pete.....	Alice Cooper
Westminster Services .....	Lynn Griffis
Westminster Services .....	Gretchen Schitter
Westminster Services .....	Carolyn McGarvey

## Twenty-Five Years

Westminster Suncoast.....	William Carter
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## Thirty Years

Winter Park Towers.....	Vivien Flannigan
Winter Park Towers.....	Claudia Hunter

## RETIREMENTS

*The following employees who have worked for Westminster Retirement Communities for at least five years retired during the past quarter:*

**Susie Dorsett** will be retiring in July 2011 after 49 years of employment as Housekeeper at **Gateway Terrace**. Susie has been an integral part of the community and has developed a bond with the residents that only someone with compassion for the elderly can have. She will be greatly missed by both residents and staff.

**Claudia Hunter**, Health Center Housekeeping Supervisor, retired in June 2011 after working 30 years at **Winter Park Towers**. The community hosted a celebration party which was attended by both residents and staff. Claudia will be greatly missed and hard to replace.

**Irene Keys** retired in May 2011 after spending over 18 years working as a housekeeper at **Westminster Palms**. Irene was a loyal and dependable employee who was friendly and outgoing to both residents and staff. Her kindness and shining smile will be greatly missed by all.

**Paul Monette**, Bus Driver, retired from **Westminster Woods on Julington Creek** in April 2011 after 12 years of employment. Paul was selected as Legendary Employee of the Year in 2002 and was highly regarded by his co-workers and residents. After retiring, he relocated to Michigan to be close to his family.

**Jackie Knapp**, Housekeeping Supervisor, retired in June 2011 after almost 9 years of service at **Westminster Woods on Julington Creek**. Jackie has been a hard-working employee who will be missed by her staff, co-workers, and residents. She plans to move to Arkansas to be close to her family, especially her beloved grandchildren.

*We appreciate the dedicated service these employees have given to our residents and wish them our very best as they begin a new chapter in their life.*