

Mission of the Heart

By Roger Stevens, CEO



WESTMINSTER FAMILY NEWS

A Quarterly Publication
Celebrating Employees
of
Westminster
Communities
of Florida

*“Working Together
To Serve Others”*

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Our Mission is clear: “We are...dedicated and committed to providing services for older adults and persons with special needs.”

Our Mission is **not** growing bigger; bigger is not better, stronger is better.

Our Mission is **not** building a kingdom; at Westminster you either serve the residents, or you serve those who serve the residents. Management should be the example of the rule, not the exception to the rule.

Our Mission is serving older adults and others with special needs. But: no margin, no Mission! All that we do must be done with an eye toward “stewardship that recognizes the responsibility to use our resources well.” In the past few years as we have been challenged as never before in our history, challenged with a sick national economy, challenged with occupancy, and challenged with cost control. But you have risen to the challenge!

Margin and Mission must always be kept in balance. We thank you again for the role you play each day, both serving our residents and controlling costs.

IN THE SPOTLIGHT



Irving Bradwell, is a Cook Supervisor in the Dining Services Department at **Riverside Presbyterian House** located in Jacksonville. The “thin man” is a fixture in the kitchen and is well known for his amazing preparation of southern greens and vegetables.

Working the early morning shift, Irving makes certain that residents wake up to a fresh, hot breakfast everyday. He also helps the kitchen staff prepare lunch and meals for special occasions. Irving began working at Riverside Presbyterian House 30 years ago and has served time in every position in Dining Services. He is a valuable employee whose knowledge and quiet humor is much appreciated by both residents and staff.

In addition to his love of cooking, Irving enjoys drawing and watching the Miami Heat play. He is single, has one son and two grandsons, and helps care for his invalid mother. Thank you, Irving, for your many years of loyal service to our residents.

You're in the Spotlight!

Foundation Services



Ron Boone, Director of Housekeeping at **Westminster Towers and Shores in Bradenton**, has been a dedicated employee for over fourteen years. He feels that Westminster Communities of Florida has been very good to him by providing a job and benefits over the years. As a way of saying “thank you, Ron decided to designate the WRC

Foundation as the beneficiary of the life insurance policy he has with our company. Ron says, “In the unfortunate event something happens to me, this is my way of expressing my gratitude. The Foundation provides assistance to many of our residents and by doing so, enables us, as employees, to maintain our purpose of caring for our residents and being good stewards of our resources.”

Ron is also enrolled in payroll deduction and makes an unrestricted donation to Westminster Towers and Shores every pay period. Thank you, Ron for your generosity and for setting such a remarkable example for others to follow!

Volunteers Make A Difference



Last July, *Karrie Richmond*, Director of Volunteers at **Westminster Bradenton Manor** partnered with the Cooper Creek Christian Church to create a volunteer opportunity for the residents of the Manor and the members of the church. They decided to host a “Letters to The Troops” event in celebration of the Fourth of July.

Fifteen church members, including some children, came to the Manor and spent the afternoon working with the residents to decorate cards and write letters. Some of the children helped assist in transporting the residents to and from their rooms, while others drew pictures of the America flag or helped the residents write letters. As they listened to patriotic music, the group made over 20 cards to send to the troops. They also enjoyed the fresh baked goods provided by the church members and residents shared some of their past experiences serving in the military. The residents and church members all benefited from this event and had a great time in the process.

Wellness



Connie Flint, Outreach Coordinator and residents, Dorothy Johnson and Betty Thompson enjoy making fresh pasta as part of their tour.

Westminster Towers and Shores was alive with anticipation as all the residents and staff began their “Escape to Italy”. This program was developed by the Towers and Shores Wellness Committee members who decided that everyone should be able to travel and learn about new cultures, even if they were unable to leave the building.

The team put together their very first *Wellbeing Tour: Escape to Italy*. During this six day adventure, which covered all eight dimensions of wellness; the group traveled, virtually, to Florence, Tuscany, Rome, Assisi, Chianti Country, and Pisa. Along the way they reviewed the fine art in the Towers riverside lounge, stomped grapes, and learned about Bocce Ball, The Vatican, Italian Cuisine, and the “Steps to Sainthood”. Needless to say there was something for everyone. Presenters included residents, staff, and several special guests.

Participants enjoyed their “trip” so much; they can’t wait to find out where their next Wellbeing Tour will take them!

Mission Development



We are happy to announce that construction on *Village V* at **Westminster Village in Pensacola** has been completed and the building will be ready

for occupancy during the month of October. Village V contains fifty-three one bedroom apartments which includes 3 apartments for mobility impaired, handicapped residents. The building was made possible by a grant of \$5.4 million from the U.S. Department of Housing and Urban Development (HUD) and will provide safe, affordable housing for extremely low income, older adults.

Celebrating Employees



Suzanne Rivera, Administrator at **Gateway Terrace** in Ft. Lauderdale recently celebrated a milestone in her life. On August 9, 2011 Suzanne officially became a citizen of the United States! Even though Suzanne has been a legal resident of the US

since she was 5 years old, she had never filed for citizenship until recently and now says she has accomplished one of her personal goals! Originally from New York, Suzanne moved to Orlando in 2001 and worked in the HR department at Westminster Services for nine years before being promoted to her current position in August 2010. Please join us in congratulating Suzanne for this major achievement in her life.



Mercedes Sanchez, Activity Assistant at **Westminster Bradenton Towers and Shores** has overcome many obstacles to achieve her goals in life. Shortly after receiving an AS Degree in Health Services Administration, Mercedes became severely disabled

and underwent extensive Physical Therapy for two years. As she began to recover, Mercedes started volunteering at the Towers and Shores where her sister was an employee. In March 2010, she completed her C.N.A. training and joined the staff. Mercedes became a Team Leader and then, in an effort to broaden her experience, applied for the Activity Assistant position. In August of this year she began working on her BA degree at the State College of Florida in Bradenton and plans to apply to the Physical Therapy Assistant Program. Mercedes is an inspiration to us all and we congratulate her on her accomplishments and wish her our very best as she continues to grow as a compassionate, dedicated healthcare professional.

Staff Referral Program

Do you have a family member or a friend who is interested in moving to an active living retirement community? If so, refer them to a Westminster community.

Did you know that if a staff member refers a “new lead” to one of our Active Living Communities, and that person moves into the community, both the staff member and the new resident receive a reward? For more detailed information about this program, please contact your supervisor or a member of the marketing staff at your community.

CORRECTION: In the Summer 2011 Edition of the newsletter, the article announcing that Karen Aytes-Rochester had received the CEO Award identified the community she administers incorrectly. **Karen is the Administrator of Westminster Canterbury** which is located in Daytona Beach. We apologize to Karen, her staff, and the residents at the community for our mistake. We are very proud of Karen and her accomplishments.

In Memoriam



Margaret Gurley
employee at
Westminster Manor,
Ft. Walton Beach
from 1996 - 2011



Bruce Pryor
employee at
Westminster Suncoast
from 2008 - 2011



Ed Dodds
employee at
Westminster Woods
on Julington Creek
from 2009 - 2011

Milestones

Congratulations to the following employees who are celebrating a significant employment anniversary during the second quarter of this year (July, August, and September 2011)

Five Years

Riverside Presbyterian Apartments	Samatrea Monts	Westminster Woods on Julington	Tirunesh Teklemariam
Westminster Suncoast.....	Beatrice Munyandorero	Westminster Suncoast.....	Sheretta Newton
Westminster Shores St. Pete.....	Theodis Brown	Westminster Suncoast.....	Gay Robinson
Westminster Shores St. Pete.....	Kathleen DeTore	Westminster Suncoast.....	Enid Norine
Riverside Presbyterian House.....	Carrie Cosentino	Winter Park Towers	Emilio Latyki
Riverside Presbyterian House.....	Christopher Hall	Winter Park Towers	Nelida Torres
Winter Park Towers.....	Kara Curreri	Winter Park Towers.....	Paul Gilboy
Winter Park Towers.....	Maria Rosa	Winter Park Towers.....	Teresita Wright
Winter Park Towers.....	Ruthlyn Williams	Winter Park Towers.....	Linda Perry
Westminster Towers Orlando	Luisito Ermita	Westminster Oaks	Bettye Wright
Westminster Towers Orlando	Robert Price	Westminster Oaks	Russell Bowers
Westminster Towers Orlando	Margaret Blankenship	Westminster Oaks	Jessie Wright
Westminster Oaks	Lucinda Hicks	Westminster Oaks	Heather Bodison
Westminster Oaks	Neesha Martin	Westminster Oaks	Josette Georges
Westminster Oaks	Melanie Guerrier		
Westminster Woods on Julington	Reshon Holt		
Westminster Woods on Julington	Debra Jerome		
Westminster Woods on Julington	Robert Dicks		
Westminster Woods on Julington	Uwe May		
Westminster Towers & Shores	Carol Nesbeth		
Westminster Towers & Shores	Marie Jean Louis		
Westminster Towers & Shores	Maribel Nieves Alicea		
Westminster Towers & Shores	Bonnie Rampello		
Westminster Towers & Shores	Marilyn Pagni		
Westminster Towers & Shores	Norma Smith		
Westminster Towers & Shores	Marie Derosier		
Westminster Towers & Shores	Tammie Bennett		
Westminster Towers & Shores	Michelle Phillips		

Ten Years

Riverside Presbyterian House.....	Gail Sanford
Westminster Shores St. Pete.....	Michael Martin
Westminster Shores St. Pete.....	Martha Boyd
Westminster Oaks	Taylor Phillips
Winter Park Towers.....	James Tinkey
Westminster Woods on Julington	Bernardita Belisario

Fifteen Years

Riverside Presbyterian Apartments	Doris Hill
Westminster Suncoast.....	Nepo Jones
Westminster Towers Orlando	Herman Lee
Westminster Oaks	Patricia Cox
Westminster Towers & Shores	Mary Brown
Westminster Woods on Julington	Sylvia Knight

Twenty Years

Winter Park Towers	Luz Lugo
Winter Park Towers	Carol Harmon

Twenty-Five Years

Riverside Presbyterian House.....	John Lahert
Winter Park Towers.....	Krisnisky Allen

Thirty Years

Westminster Suncoast.....	Esmeralda Hazlewood
Westminster Village.....	Betty Preyer
Riverside Presbyterian House.....	Irving Bradwell

Thirty-Five Years

Westminster Towers Orlando	Thelma Wilkerson
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RETIREMENTS

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

Herbert Hartley, Tram Driver at **Westminster Woods on Julington Creek**, retired on July 2011 after 43 years of loyal service. Herbert was known for his gentle spirit and warm smile and will be greatly missed by both residents and staff. The community planned an entire week of special activities honoring him, which concluded with a retirement party.

Helena Morrison, LPN at **Westminster Palms**, retired in August 2011 after 35 years of service. She was dedicated to the residents she served, and was loved by residents and their family members. She will be greatly missed by residents and staff.

Joyce Frederick, CNA MED TECH for the RAL Unit at **Westminster Bradenton Towers and Shores**, retired after 34 years of dedicated service. Through the years, she saw many changes take place at the community and says she will miss everyone very much, especially the residents.

Clara Sherman, Housekeeper at **Westminster Shores, St. Petersburg**, retired in July 2011. For the past 21 years, she cheerfully performed her

duties with loving care and a winning smile. Clara will be remembered for her gentle ways and loving spirit.

Jim Griffith, Maintenance Tech at **Westminster Oaks** for the past 7 years, retired in July 2011. His friendly personality will be missed by both residents and staff. Jim plans to spend his time traveling and visiting his children and grandchildren in Ohio.

Becky Strong retired in July 2011 after 5 years of service as the Receptionist at **Westminster Oaks**. She will be remembered most for her great sense of humor and her beautiful smile. Becky plans to enjoy spending time with her grandchildren and doing what she loves best which is "fishing".

Candy Paulsen, Receptionist at **Westminster Bradenton Manor**, retired in August 2011 after 5 years of service. Candy is a very talented and creative person who dedicated many hours of her own time as a volunteer at the Manor. She will be greatly missed at the front desk but plans to continue her volunteer service at the community.

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.