

Vickie Kornelsen Making a difference

“If I can connect in same way with a resident, make them smile or laugh, I feel I’ve made a difference.”



Vickie (R) and WLSR resident Jessie (L) take a break after reading group

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Celebrating our Team Members

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Our residents are creating an impact. Harold Zelt, White Rock Seniors Village.
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MOMENTS THAT MATTER

Therapeutic Recreation Month
Valentine’s Day and more!

It's Recreation Therapy Month

MEET VICKIE KORNELSON

Vickie is the Therapeutic Recreation Manager for Williams Lake Seniors Village and has been working in the role since January 2023. Vickie has a degree in Therapeutic Recreation and plans to take the Certified Therapeutic Recreation Specialist (CTRS) exam this year.

Vickie started her career in health care, working as a care aide for nine years. She then changed specialization and became a mental health and addictions recreation aide for six years before transitioning to her current role as a recreation therapist, which she's held for the past nine years. Vickie returned to long-term care because she saw a need for those suffering from mental illness, especially those making the transition into long-term care.

For fun, Vickie spends a lot of time with her dog, Daisy, a German Shepherd mix. Their favourite activities include going for walks, swimming and playing fetch. Vickie also loves art, painting in particular, and is captivated by the power of colour.

Q: Can you tell us what a Therapeutic Recreation Manager does?

This is a big question in so many ways. I've spent a lot of time considering what I wanted my approach to this role to look like and how to accomplish the overall goals I have for myself and my team. I'd say a TR Manager is a coordinator, a supplier of needs (i.e. shop for supplies), an encourager of the team, both the recreation team and the overall team, and a supporter regardless of what is happening. There are



Vickie Kornelson, WLSV

many details to the job, such as licensing requirements, calendar details, holiday planning, shopping requirements, budget, and bus/volunteer details. It's important to really know the residents and their preferences (both through my interactions with residents and input from the team). For example, what would be the most helpful for residents, as well as what is backed by evidence, are some of the core principles of effective programming. As a recreation therapist my core value is to look first at the resident, learn what they prefer and how to promote as much choice as possible. Of course, I also have the assessment, planning, interventions, and evaluation portions of the usual job of a recreation therapist, as well as encouraging this process in all aspects of

what the team does.

Q: What does your team mean to you?

My team is so important to the delivery of quality services. I have a team of eight when fully staffed, and they truly are the eyes and ears for their areas as to what is helpful and what isn't for the residents. My desire for my team is that they know the difference they make to the quality of life for the residents, are confident in what they are doing, have the support they need, and know that we will work together on areas that need tweaking, adjustment or learning. The best ideas are normally the ones that build on the strengths of everyone involved. Finding the balance between the activities the team loves to do and what residents respond the most to is a sweet spot in planning. An example is that I have a staff member who loves to play guitar and sing. She will come in and play in different neighbourhoods, so everyone gets a chance to experience her passion for music, and the residents love it and are so engaged. She's doing what she loves with the residents she cares for, and everyone is happiest.

My first year was focused on learning about WLSV, my rec team, and the team overall, which is a continuous process, but I was



Vickie Thorkelson and her reading group share a laugh

focused on this area to learn as much as I could so that I could gain a better understanding of what has been working well and what needs adjustment. I wanted the team behind any changes so that we could evolve together to make the program what we want it to be.

Q: What's been your experience working with West Coast?

I have found working here to be exactly the experience I sought when I was looking for opportunities after completing my degree. It's a chance to be a part of a leadership team that cares about the residents and the team and each other, knowing that if you have a strong team of managers, you can then build a strong team to support residents in the best way possible. It has been a big learning curve as I'm newer to the role of manager, so having my manager remind me to care for myself and be gentle with my own expectations has been a wonderful experience. I love that so much tangible effort is put into acknowledging the contribution of team members.

Q: Do you have any favourite memories with team members or residents?

A bit of a background for this story with a resident. My family lived in Williams Lake years ago, even before I was old enough to go to school. I came to work, and in one of the first resident/family meetings I attended, one resident said, "Oh, I know your oldest sister." It turns out this resident is the mother of my oldest sister's best friend from high school, and my sister is still in touch with her! Small-town connections started even before I worked here. Not only that, but this resident also worked with my mom when they both were doing alterations for the dry cleaner that was here years ago, and they both remember one another. Generally, with

residents, if I can connect in some way with them, make them smile or laugh, I feel like I've made a difference.

A favourite memory with the team is one of the first times we were able to have one of my team lead a group smudging session for the residents. It was so important to our Indigenous residents to participate in their cultural practices, and I'm very proud of how that was facilitated.

Q: What's the thing you enjoy most about working there?

I enjoy so many things about this job, one of them being the opportunity to try new things and to encourage others to try them too. One skill that my university preceptor really had was saying, "Let's try it," and then we'd sit and evaluate how it went. I want that for both my team and the residents. Frequently, people don't do things because they think they can't, or perhaps were told they couldn't, but when they try it, they really enjoy it and are better than they expected. Also, if you try something and it doesn't work, we can always try it again or wait until we have whatever was missing to do it again.

I enjoy the challenge of the details of the job, looking at the big picture of what we want from the program and having that big picture guide the small details of daily interactions. I'm working on the development of a comprehensive program plan that will guide our decision-making and bring an understanding of how the guiding principles/core values of Retirement Concepts can be accomplished through the department's daily activities. It's definitely a bigger project, but it gives confidence and clarity to what a department can accomplish, and I found when I created this in another location, it gave me personal confidence in what I did each day.

Q: Is there anybody here that you look up to?

I admire many people here. Many on the management team have years of experience in their roles, and I admire the volume of information they keep track of every day. I admire how Kim, my GM, is clear in her expectations, encourages self-care, and, above all, does her best to lead her interactions with kindness. I admire my team for their willingness to try new things and to keep in the forefront of their minds what is best for the residents in all their interactions.

Q: Do you have advice for other people who might want to work here?

For people who want to work here, I'd say show up, do your best, ask questions, and don't be afraid to give your opinion when asked what you want to see for team appreciation.

Our mission

Leading the industry in seniors housing and services globally. We accomplish this through:

Satisfied residents

Engaged employees

Public accountability

Quality service and operational excellence

Resident-centered care



February major milestones

Thank you to all our team for your continued dedication to making our communities the best they can possibly be. Be sure to give them a congratulations when you see them around!

BEACON HILL VILLA

Trina Andersen – 14 Years
Licensed Practical Nurse

CASA LOMA & COMOX VALLEY SENIORS VILLAGE

Cindy Odarich – 15 Years
Receptionist

Elaine-Deirdre Behan – 15 Years
Home Support Worker

Julie Chellew – 13 Years
Home Support Worker

Brian Johnston – 15 Years
Night Houseman

Carol Shaw – 15 Years
Residential Care Aide

Rochelle Calo – 15 Years
Residential Care Aide

Katrina Young – 15 Years
Residential Care Aide

Florbelen Sabroso – 15 Years
Licensed Practical Nurse

Elizabeth Bigalke – 11 Years
Cook Helper

DUFFERIN CARE CENTRE

Mei Han – 11 Years
Licensed Practical Nurse

Mercy Quina – 11 Years
SSW-Laundry

Jemillah Melad – 11 Years
Licensed Practical Nurse

GUILDFORD SENIORS VILLAGE

Sylvia Foronda – 21 Years
Residential Care Aide

Teresita Wright – 12 Years
Residential Care Aide

LANGLEY SENIORS VILLAGE

Janice Fossey – 16 Years
Replacement Receptionist

Lillian Perez – 15 Years
Care Aide – Assisted Living

Rajvir Gill – 12 Years
Care Aide – Assisted Living

NANAIMO SENIORS VILLAGE

Susan Hoffos – 13 Years
Recreation Therapist

Robert Baker – 12 Years
Lead Cook

PACIFIC REACH PROPERTIES

Jeffrey Hutchins – 21 Years
Director – Facilities Maintenance

PEACE PORTAL SENIORS VILLAGE

Karmjit Sohi-Tiwana – 13 Years
Registered Nurse

Teresita Wright – 12 Years
Residential Care Aide

Veerpal Sappal – 11 Years
Licensed Practical Nurse

ROSEMARY HEIGHTS SENIORS VILLAGE

Gurinder Bhatti – 15 Years
Housekeeper

Aisa Camille Nacorda – 13 Years
Director of Care

SELKIRK SENIORS VILLAGE

Sandra Cole – 16 Years
Licensed Practical Nurse

WHITE ROCK SENIORS VILLAGE

Sioban Cussen – 11 Years
General Manager

SUMMERLAND SENIORS VILLAGE

Jan Morasse – 18 Years
Resident Care Aide – AL

TERRACES ON 7TH

Lara Novakovic – 18 Years
General Manager

THE WELLESLEY

Glenda Hix – 28 Years
Server

WAVERLY SENIORS VILLAGE

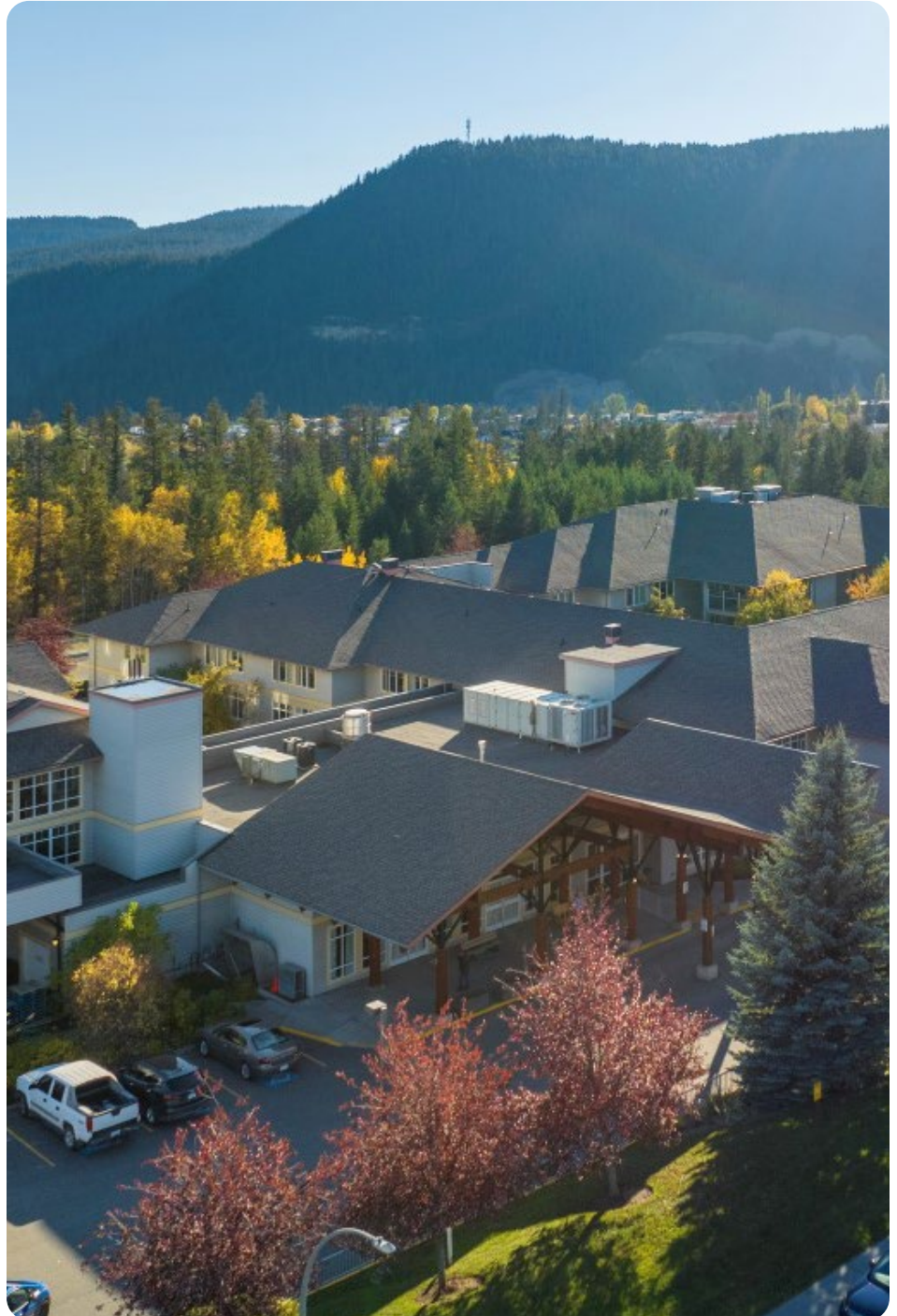
Susan Verbeek – 16 Years
Screener – Greeter

Mandy Waite – 16 Years
Home Support Worker

WEST COAST SENIORS HOUSING MGMT

Leonardo Monterola – 12 Years
Director Clinical Programs

Jeffrey Hutchins – 21 Years
Director – Facilities Maintenance



Williams Lake Seniors Village

Community reviews

Our communities do an incredible job making a home for all our seniors, and they deserve all the recognition in the world for their hard work and dedication! Here are some Google Reviews from this month written by our residents and their loved ones showing all their appreciation for our teams!

Michelle Prior



COMOX VALLEY SENIORS VILLAGE

The care workers and nurses are truly angels at work and we cannot say enough about staff / managers that go out of their way to help make our loved ones at home!

[Google Review Link](#)

Susan W



TERRACES ON 7TH

My mother is a relatively new resident at the Terraces on 7th, but she has been welcomed into the community right from day one. The management and the entire staff have been absolutely wonderful. Cheryl, the Community Relations Manager is a sincere and caring professional who makes sure everyone is well looked after. This gives me a great level of comfort as I unfortunately live too far away to visit regularly. Thank you to everyone at the Terraces, I am grateful that my mother is in a such a caring and safe environment.

[Google Review Link](#)



Comox Seniors Village

Talk of the town

Whether it's through local newspapers, magazines, or online platforms, it is essential to stay informed about current events, trends, and news impacting our communities. At West Coast, staying connected to the pulse of our communities is key to building important relationships. Here's what's in the news!

HAROLD ZELT DOGS OF WHITE ROCK CALENDAR



The Surrey SPCA's Brenna Rocliffe was on hand Feb. 2, 2024 to accept proceeds from the 2024 Dogs of White Rock calendar from Harold Zelt, the White Rock Seniors Village resident whose love of dogs and photography led to the fundraiser. (Mike Zelt photo)

[Link to Article](#)

LOVE IS IN THE AIR AT KAMLOOPS SENIORS VILLAGE



In commemoration of Valentine's Day, CFJC TV sat down with Kamloops Seniors Village residents Gine and Chris Rose to talk about their bond. "She knitted me this beautiful Norwegian sweater and that sealed it," Chris recalled. "From that moment on, we were together and we've had just an amazing life." (By Sydney Chisholm)

[Link to Video](#)



Moments that Matter

Birthdays, birthdays, birthdays!

THERE MUST BE SOMETHING IN THE WATER AT KSV!

Kamloops Seniors Village recently celebrated not one but TWO centenarian birthdays. One birthday was celebrated in long-term care (where we decorate their door), and the other was celebrated in assisted/independent living! We always celebrate birthdays with balloons and a 100th birthday button! Both residents celebrated their milestone birthdays in the function room surrounded by friends and family, and their spouses (who also live here at KSV). It's a privilege to support spouses so they can remain together under one roof in different levels of care.



Congratulations to Sam R at Kamloops Seniors Village – "Here's to 100 Years"

WAVERLY SENIORS VILLAGE

We had a big celebration for May at Waverly Seniors Village this month. All of us here congratulate her on an amazing 101 years!



Congratulations to May at Waverly Seniors Village on her 101st birthday

More birthdays!

ROSEMARY HEIGHTS SENIORS VILLAGE

Lena was born on February 24th, 1924. She has lived in Rosemary Heights Seniors Village since September of 2014. Lena is widowed with eight children. With such a busy life at home, she had no time to pursue work or hobbies, but now gets to enjoy all the activities offered at RHSV at her leisure.



Happy 100th birthday, Lena Hoeflich of Rosemary Heights Seniors Village

Ann was born on February 7th, 1924 in Monarch, Alberta. She has lived in Rosemary Heights Seniors Village on the second floor since February 20th, 2022. Ann is widowed with two daughters. Roberta & Nancy. Ann made her career as a secretary and as a travel agent. In her past, Ann has had a variety of hobbies including knitting, walking, travelling, board games, puzzles, painting, drawing, golf, singing hymns, and volunteering!



Happy 100th birthday, Ann Hoeflich of Rosemary Heights Seniors Village

All around the town

LUNAR NEW YEAR

Did you know that 2024 is the year of the dragon? Many communities came together to usher in the Lunar New Year with joy and positivity, embracing traditional Chinese celebrations. May this new year bring prosperity, happiness, and good health to all who celebrate it. Happy Lunar New Year!



The Xi Yang Yang Dance Club putting on a beautiful performance for the community at Guildford Seniors Village



Guildford Seniors Village getting all set up to celebrate Lunar New Year in their community



The Wellesley's Executive Chef, Connie Young-Davis, celebrates the Lunar New Year with a customized menu



The local Lion Dance crew and Gung Fu show performers let the residents at the Wellesley try on the lion's head for the Lunar New Year celebration

Therapeutic Recreation Appreciation Month

February is Therapeutic Recreation Appreciation Month! The focus is on recognizing the importance of recreational activities in improving the well-being and quality of life for our seniors. We are incredibly grateful to all of our recreation teams across our communities for their amazing dedication to our seniors. Thank you!



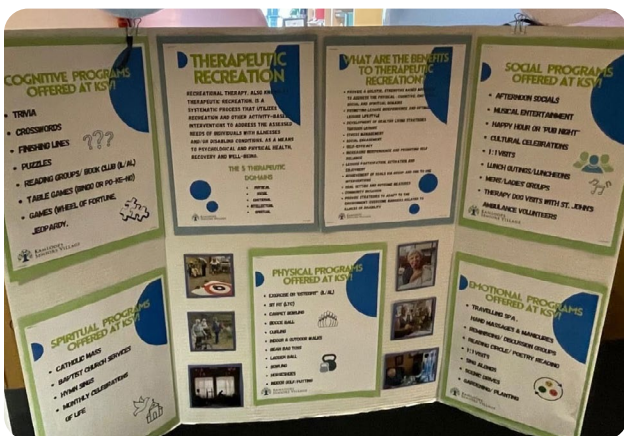
The Rec Team from Nanaimo Seniors Village with their matching TR water bottles (From left to right Recreation Aides Kim, Kathleen, Janet, Marissa, Deryn, Sherri-Lynn, Gina, and Recreation Manager Joan)



Therapeutic Manager Beth and Rec Aide Jess at Kamloops Seniors Village standing next to their Therapeutic Recreation Month display



The Williams Lake Seniors Village TR team showcasing the 5 domains of wellness on their team shirts (From left to right Nikita Oakford, Kaylah Beckberger, Olenah Logan, Irene Laffer, Tracy Scheepbouwer, Dora See, Rec Manager Vickie Kornelsen)



Therapeutic Recreation programs displayed for TR Appreciation Month at Kamloops Seniors Village



The therapeutic rec team at White Rock Seniors Village rocking some team spirit with their rec shirts! (From left to right) Jen, Kiran, Sukh, Young, Jatinder

Valentine's Day

Valentine's Day serves as a great reminder to spread love, kindness and appreciation to those around us. Let's take this opportunity to strengthen our bonds, create lasting memories, and cultivate a culture of love and compassion in our communities. Happy Valentine's Day to all!



The care team at Guildford Seniors Village received their roses from the GSV leadership team for Valentine's Day



Guildford Seniors Village's Director of Care, Genevieve and some of the leadership team handing out roses to the team for Valentine's Day



Abdul, Bella, Rec Aide Sherri-Lynn, Rania serving our residents at Nanaimo Seniors Village



Nanaimo Seniors Village AL Resident Lynn dressed to impress



Assisted Living Resident John enjoying his Valentine's Day dinner at Nanaimo Seniors Village



The rec team at Nanaimo Seniors Village is all ready to celebrate an "Evening in Paris" for Valentine's Day (left to right AL Rec Aide Deryn, IL Rec Aide Sherri-Lynn, Rec Manager Joan)



A lovely display at the Wellesley featuring the couples of the community



The Wellesley Residents enjoyed the live harpist at their Valentine's Day luncheon



Valentine's Day King Tony and Queen Mary, voted into royalty by their fellow residents at White Rock Seniors Village



Dates to remember

March 1, 2024

Employee Appreciation Day

March 6, 2024

National Dress Day

March 8, 2024

International Women's Day

March 10, 2024

Daylight Savings Time
Start of Ramadan

March 11, 2024

Commonwealth Day

March 14, 2024

Pi Day

March 17, 2024

St. Patrick's Day

March 18, 2024

Global Recycling Day
Healthcare HR Professionals
Week (18-22)

March 19, 2024

World Social Work Day

March 20, 2024

First Day of Spring
Dietician's Day

March 21, 2024

World Poetry Day

March 23, 2024

National Tamale Day

March 24, 2024

Palm Sunday

March 25, 2024

International Waffle Day

March 26, 2024

RCC Anniversary (1996)

March 28, 2024

World Piano Day

March 29, 2024

Good Friday


March 30, 2024

Doctor's Day

March 31, 2024

International Transgender Day
of Visibility
Easter Sunday

Marketing highlights



Friends and Family Referral Program

Your recommendation is our greatest compliment.

Do you have a friend or family member who would cherish residing at Waverly Seniors Village? If you recommend someone to join the community, you'll be entitled to \$500.00.

Call our Community Relations Manager, Nicole Agawa for more details:
Phone: 604.799.1303

THE WAVERLY SENIORS VILLAGE

Resident Referral Program
The Waverly Seniors Village



When you're an Alister, there's always time for celebration

So, we'd like to raise a glass to all of you Chilliwack Progress readers who voted us onto the red carpet of this year's A-List Awards. We're honored!

ALISTER Awaits
And the Winner...
Waverly Seniors Village Community Relations Manager, Nicole Agawa

And you know, there's never a dull moment here at Waverly Seniors Village. We have so many things to offer, from our beautiful gardens to our state-of-the-art amenities. We're proud to be a part of the Chilliwack community and we're always looking for ways to make your life here even better.

Drop by for a visit. We'd love to meet you, show you all that Waverly Seniors Village has to offer, and help you decide if it's the right place for you. We're here to help you make the best decision for your future.

Get to know us better!
We're two communities that work closely together to support you based on your needs.

Auburn Seniors Residence
Independent living or 24-hour care

- Unparalleled upscale independent living
- 1,400+ sq. ft. and 2 bedrooms
- In-suite laundry and full kitchen
- Ensuite bathrooms
- Pet welcome
- 55+ independent driver
- European-style patio
- Delicious, healthy cuisine

Waverly Seniors Village
A complete community of care

- Independent living
- Assisted living
- Complete care
- Complete care together
- 24-hour care
- 24-hour care
- General care
- Memory care
- High value
- Expertly prepared food

Call today for your own personal tour and lunch in our...
Nicole Agawa
Community Relations Manager
Waverly Seniors Village
M. 604.799.1303
E. nagawa@waverlyseniorsvillage.com

AUBURN SENIORS RESIDENCE
A complete community of care

THE WAVERLY SENIORS VILLAGE
A complete community of care

Chilliwack A-List Award
Auburn & The Waverly



Living the dream at Summerland Seniors Village.

Great people, beautiful facilities and a location that can't be beat.

Welcome to Summerland Seniors Village, where we're living your dreams to life. We offer a full campus of care, including Independent Living, Assisted Living and Complex Care, minutes away from the beautiful shores of Lake Okanagan. We invite you to get to know us better because our team is the best around. Give us a call, and we'll be happy to give you a tour - and lunch is on us.

Harley Boush, Community Relations Manager
T. 250.484.4200
E. h.boush@summerlandcc.com
W. www.summerlandcc.com

Summerland Seniors Village
18000 Okanagan Rd.
Summerland, BC V0N 1Z0

SUMMERLAND SENIORS VILLAGE

Living 55 Plus Ad
Summerland Seniors Village