

AUGUST 2023



WOOF! BRING ON THE DOG DAYS OF SUMMER

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ROD PRADO: MORE THAN A JOB, IT'S A PURPOSE!



What's been your experience working as the Director of Food and Beverage?

Working for WCSHM is amazing. Having a chance to support all leaders to deliver a better life for the residents is more than a job, it's a purpose!

What has your journey looked like at our organization?

After 15 years working for big hotels and high end restaurants, I was very blessed to be able to move from money-oriented businesses to care-oriented businesses. Since I started in the company I've been very fortunate to support some very challenging moments, like the pandemic, fires, floods, etc..I feel very proud to

be part of the Support Service team and help the company in such challenging times. The Support Service team is amazing and every day is a good day knowing I will share my time and my challenges with such a remarkable group of people. During my time in the company I have also celebrated some personal milestones. My son was baptized, I became a Canadian, and a Certified Master Chef.

Why switch career paths? What motivated you?

Since I was a kid I was always looking for ways to make people happy. Business Law was a very safe path, but not my real purpose. Culinary was the first step to find my real gift that is taking care of seniors.



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Do you have any favourite memories?

I have a lot of special memories, it's hard to find one. But the first that comes to my mind was the crab festival at White Rock Seniors village. The residents were so happy!

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

Chatting with the residents about their lives, about their favorite meals; I use food and experiences to bring memories!

Is there anybody there that you look up to?

Joey is such an amazing friend and life coach, I really look up to him!

Do you have advice for other people who might want to work there?

I always mention to all leaders and staff that we do not have work, we have a mission. We are here to care, we are here to make the residents' life better. For the cooks I always mention that we are here not just to feed their tummy but to feed their lives!

Some more August Milestones!

Peace Portal Seniors Village: Catherine Tandoc is celebrating 22 years

Williams Lake Seniors Village: Monena Lothrop is celebrating 18 years

Langley Seniors Village: Manpinder Sidhu is celebrating 16 years

Waverly Seniors Village: Cory Browett is celebrating 15 years

Maple Seniors Village: Erin Erickson is celebrating 14 years

Kamloops Seniors Village: Jennifer Mckee-Mohammed is celebrating 13 years

Comox Valley Seniors Village: Justin Hallworth is celebrating 12 years

Summerland Seniors Village: Jana Neal is celebrating 11 years

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



UPDATES FROM THE ENERGY MANAGEMENT TEAM

Our incredible energy management team is doing some amazing things to make sure all our communities are running efficiently! Here's some of the work they've done:

Waverly AC system:

Waverly got its AC system up and running by the end of July. The new system provides cooling for all the resident rooms on the second floor of the long-term care unit, the dining room, and the nursing station. The good news is that we designed the system's capacity for 37 ton of cooling which is equivalent of 63 bedrooms, and we've replaced gas with electricity, which will significantly reduce the site's greenhouse gas emissions.

Dufferin Extra Cooling and Decarbonization:

Dufferin will be receiving two new electric ventilation units that will enhance site cooling and ventilation capacity, along with two heat pumps to provide additional cooling capacity and electric heating. We will be increasing the cooling capacity by 20 tons, equivalent to 34 bedrooms. This project will reduce Dufferin's emissions by 30% and earn \$150 from BC Hydro.

Peace Portal ventilation overhaul with added cooling:

Peace Portal will be receiving four brand new ventilation units with heat pumps and electric heating installed on the roof. We are adding 32 tons of cooling capacity and 7,200 CFM of ventilation, increasing the site's ventilation capacity by six times and its cooling capacity by four times. This project will reduce site emissions by 30% and secure



\$50,000 from BC Hydro.

White Rock Ventilation overhaul with added cooling:

White Rock will receive four brand new ventilation units with heat pumps and electric heating on the roof. We are adding 24 tons of cooling and 5,200 CFM of air, which will quadruple the site's ventilation and cooling capacity. This project will cut site emissions by 30% and secure \$60,000 from BC Hydro.

Kamloops:

Kamloops will get a brand new DDC system.

Nanaimo:

Nanaimo will get a comprehensive LED retrofit.



AUGUST WELCOMES!

We are pleased to confirm that **Nik Ferris** has joined the company as **Senior Technical Support Analyst**. In the role of Senior Technical Support Analyst, Nik will be responsible for responding to inquiries and requests from end-users regarding technical issues via phone, email, or in-person. He will also be responsible for troubleshooting and diagnosing technical problems related to hardware, software, telephone, and network systems.

Nik is married with two boys who are 2 and 6 years old and Nanaimo has always been their home. Some interesting facts about Nik is he enjoys playing ball hockey and enjoys working with local bands to provide sound services for their concerts and events. Nik has close to 12 years' experience in the security industry, and the last 8 years primarily in the senior living & healthcare sector with Communication Connections.

Please congratulate Nik on his role with the company!

We are pleased to confirm that **Karl Bejemil** will be joining the company at the Vancouver office as **I.T. Helpdesk Technician**, on August 28, 2023. In the role of I.T Helpdesk Technician, Karl will be responsible for providing a high level of technical support and assistance to employees with hardware, software, and network-related issues.

Karl moved to Surrey from Toronto to be with his wife and two kids. Karl doesn't play sports but does play e-sports mainly multi-player battle arena games. A fun fact about Karl is that he was a chef before he



switched his career to IT. He also speaks 3 languages.

Please congratulate Karl on his role with the company!

We are pleased to confirm that **Sarah Riddell** will be returning into her role of **General Manager at Auburn and Waverly**, on September 6, 2023. As General Manager, Sarah will be accountable for all aspects of general community operations and overseeing the safety and welfare of the community residents and staff. We are excited to have her come back to the community and resume her position.

Please welcome Sarah back to the company!



#MOMENTSTHATMATTER



Peace Portal Seniors Village had a super fun staff and resident appreciation event! The team set up a carnival event for the whole community to enjoy - filled with cotton candy, ice cones, games, and a whole lot more!



#MOMENTSTHATMATTER

Vancouver Pride was in August and **Guildford Seniors Village** celebrated in style! We know the GSV community had a great time throwing an event to celebrate and appreciate the LGBTQ+ community, filled with enough music and entertainment to rival any parade! Well done to the Guildford team for putting together such a fun party!





#MOMENTSTHATMATTER



The team at **White Rock Seniors Village** presented Sources, an organization that provides social support to those in need, with a cheque from the proceeds of their wonderful Butterfly Release earlier in July!

The WRSV community raised \$1000!

What an awesome achievement for such a great cause! Congrats and well done to the White Rock team!