

Above and Beyond the Call of Duty

Megan Goss nominated for the 2023 BC Care Provider of the Year



Megan Goss relaxing at home

In this issue

MEGAN GOSS TO THE RESCUE

How she helped turn a difficult and emotional situation into something positive and heartwarming

ON THE MOVE

Nicole Klein to take over as GM at Summerland Seniors Village

COMMUNITY UPDATES

#momentsthatmatter from across the country

Bianca Goldberg nominates Megan Goss

FOR THE 2023 BC CARE PROVIDER OF THE YEAR (ASSISTED LIVING) AWARD

by Bianca Goldberg, GM, Rosemary Heights Seniors Village

I've nominated Megan for this award as she's very good at her job and an amazing person. But the story of Scarlett is one that just couldn't be ignored.

One of our Assisted Living residents had the most beautiful little Westie named Scarlett. Unfortunately, the resident had more trouble caring for the dog. Poor Scarlett wasn't getting walked regularly, getting fresh air, or even meeting basic needs. It became a challenging situation.

At first, Megan supported the resident by helping out while she was at work. She took the dog for walks, cleaned up the waste in the room and provided some attention. Eventually, Megan offered to take Scarlett home. This was a challenging and emotional situation for the resident and us. In fact, at first, the resident was non-receptive to losing Scarlett and, at one point, threatened to move out if she couldn't keep her beloved dog. But Megan persisted in the most caring and helpful way. Eventually, she took Scarlett to the vet (at her own expense) and discovered that the poor little dog had several health concerns related to neglect.

The decision was finally reached after several conversations with me and her family, as the resident understood that Scarlett needed much more than she could provide. After a meeting with Megan and seeing the love and care Megan showed the dog, she was willing to say goodbye to Scarlett, knowing she would be loved as much as she deserved. And she also knew that Megan would be the perfect person to take responsibility for Scarlett's future.

Scarlett is now safe in her new forever home with one of Megan's best friends who lives on Vancouver Island.

Scarlett has a big backyard and a wonderful family to give her what she needs.

Megan took the initiative to go beyond her role and responsibility to help our tenant find a new home for her pet. Emmanuel Ng, Clinical Lead

It was very kind of Megan to step forward; very caring and considerate. I used to try to help walk the dog when I could, but Megan is very knowledgeable about pets and is in good hands now. Tarn Rai, Screener

Scarlett loves watching the movie, Frozen.
Megan Goss

And the nominees are ...

Nancy Boisvert, Friend, SSV
Family Champion Award

Megan Goss, CRM, LSV & RHSV
BC Care Provider of the Year
(Assisted Living)

Liana Robinson, HCA, KSV
Care Provider of the Year
(Assisted Living)



People in Profile

AN INTERVIEW WITH MEGAN GOSS, COMMUNITY RELATIONS MANAGER

By Sharmaine Ventura



Megan Goss, CRM, LSV & RHSV

When did you join the West Coast team?

I joined in March 2023, so I'm coming up on one year pretty soon.

When you're not working, what do you do for fun?

I enjoy spending time with my two rescue dogs, and I play hockey in my free time.

What has your experience working with us been like?

My experience working with Retirement Concepts has been nothing short of amazing. I love what I do and appreciate that the company acknowledges and supports its employees. I couldn't ask for better on-site teams to work with, and I know that additional support is also available at our Head Office. My position is extremely rewarding, and I feel grateful to be in a position that utilizes my professional skill set while also satisfying my personal need to find purpose in my day-to-day working life.

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

One of my favourite memories is from just this past Christmas. London Drugs put on an extraordinarily generous "Stocking Stuffers" program in which they asked for wish lists from all of our residents and then fulfilled them for delivery in December. I had the opportunity to dress up like Santa Claus and distribute the gifts to our residents – it was so much fun!

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

I enjoy building relationships with the residents. It is so nice coming to work and having fun with the team and the seniors.

Is there anybody there that you look up to?

I have worked under the guidance and leadership of a few of our esteemed General Managers, namely, Rahul Malik, Bianca Goldberg and Johanne Young. There are many within the company that I look up to, but the unwavering and constant support from these leaders at the site level goes unmatched. I look up to these three in particular as I trust them and believe in their goals for our retirement communities.

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

If I had to give any advice, lean into the care you provide to others. Working with seniors is extremely rewarding, and your role here is essential.

Can you tell us a little bit about your story with Scarlett?

I just wanted to help. I have two dogs, and I can't imagine being in a position where I could no longer care for them. I only did what I would want someone to do for me in that situation.

It started with taking Scarlett for walks when I was on-site. Scarlett is the sweetest little dog with the spunkiest personality. When the time came for Scarlett to move on, I had already built a relationship with her and the resident. I started reaching out to different organizations to try and help find a home for Scarlett, but the idea of her going off to a stranger didn't sit well with me.

It wasn't a hard decision for me to take her in and work on finding her a forever home within my network. Thankfully, I found her a home with a close family friend shortly after bringing her in – she now lives on Vancouver Island with a large backyard and a loving family. The outcome could not have been better.

Scarlett stayed with me for only a few weeks. She came out of her shell, and her personality emerged more daily. While with me, she liked to play with toys, wrestle with my youngest dog, and go for walks to sniff everything. She is also a big-time cuddler – a couch kind of gal! Now that Scarlett has moved in with her forever family, I get photo and video updates of her out for hikes, cuddling, and begging for treats.

I can't wait to see her again on my next visit to the island!



Scarlett, a beautiful little Westie, finds a new home with Megan's help

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



January team 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!

CASA LOMA SENIORS VILLAGE

Gordon Miller - 13 Years
Maintenance Worker

Paula Patterson - 12 Years
Home Support Worker

COMOX VALLEY SENIORS VILLAGE

Gordon Miller - 13 Years
Maintenance Worker

Paula Patterson - 12 Years
Home Support Worker

Sandra Veazey - 12 Years
Residential Care Aide

DUFFERIN CARE CENTRE

Normand Blanchette - 17 Years
Maintenance Worker

Melissa Palana - 12 Years
Director of Care

Dana Michel - 12 Years
Residential Care Aide

Joyce Halliday - 11 Years
Float General Manager

GUILDFORD SENIORS VILLAGE

Mehnaz Bano - 21 Years
Residential Care Aide

LANGLEY SENIORS VILLAGE

Nancy Caguioa - 16 Years
Care Aide - Assisted Living

MAPLE RIDGE SENIORS VILLAGE

Normand Blanchette - 17 Years
Maintenance Worker

Lily Uyen Nguyen - 16 Years
Home Support Worker

Saltita Catinas - 14 Years
SSW-Housekeeping

Arianna Sun Fleet - 14 Years
Director of Care

Teresa Van De Woestyne - 12
Years
Support Services Manager

Manpreet Jaswal - 11 Years
Residential Care Aide

Lisa De Chavez - 11 Years
Residential Care Aide

PEACE PORTAL SENIORS VILLAGE

Manor Reddy - 17 Years
Food Service Attendant

Harjinder Kandola - 12 Years
Residential Care Aide

Manjit Minhas - 12 Years
Residential Care Aide

RENFREW CARE CENTRE

Allan Sauz - 11 Years
Support Service Worker

Beverlyn Taban - 14 Years
Residential Care Aide

Dominga Mangili - 14 Years
Residential Care Aide

Luna-Rosa Ramos - 14 Years
Residential Care Aide

Lorna Gloria - 14 Years
Shift Care Coordinator

Jessie Xiao Jie Zhang - 14 Years
Residential Care Aide

Xihua Wang - 14 Years
Residential Care Aide

Marcelina Soriano - 14 Years
Residential Care Aide

Guanghan Zhao - 14 Years
Residential Care Aide

Emelda Peralta - 14 Years
Residential Care Aide

Carmelita Harnum - 14 Years
Licensed Practical Nurse

Thelma Masindo - 14 Years
Residential Care Aide

Rowena Aclan - 14 Years
Residential Care Aide

Gina Montero - 14 Years
Residential Care Aide

Marites Parman - 14 Years
Residential Care Aide

Elenita Torninos - 14 Years
Residential Care Aide

Kamaljit Mand - 14 Years
Residential Care Aide

Nora Lascano - 14 Years
Residential Care Aide

Vinh L Vince Lu - 14 Years
Licensed Practical Nurse

Ruby-Anna Villones - 14 Years
Residential Care Aide

Deborah Mitchell - 14 Years
Therapeutic Recreation
Manager

Lorena Velasco - 14 Years
Licensed Practical Nurse

Nelia Adams - 14 Years
Residential Care Aide

Jo-Ann Medel - 14 Years
Licensed Practical Nurse

Ymelda Castillo - 14 Years
Licensed Practical Nurse

Sandra Hernandez - 14 Years
Residential Care Aide

Chaoming Han - 14 Years
Residential Care Aide

ROSEMARY HEIGHTS SENIORS VILLAGE

Neetu Chandra - 15 Years
Residential Care Aide

Kavneet Bains - 14 Years
Licensed Practical Nurse

Harjinder Kandola - 12 Years
Residential Care Aide

SUMMERLAND SENIORS VILLAGE

Carol Hunt - 15 Years
Residential Care Aide

Sandra Farewell - 15 Years
Licensed Practical Nurse

THE WELLESLEY

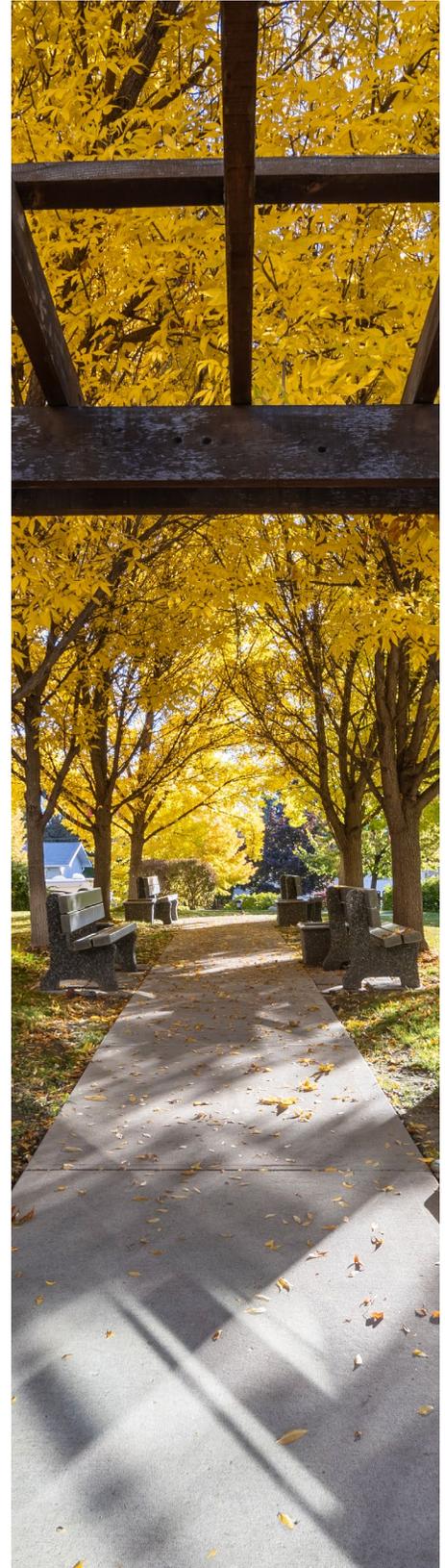
Kelly Hurst - 13 Years
Cook

Dan Tang - 13 Years
Cook

Donna Mcleod - 11 Years
Housekeeper

WILLIAMS LAKE SENIORS VILLAGE

Tina Hanson - 13 Years
Home Support Worker



Summerland Seniors Village

January welcomes!

NICOLE KLEIN NAMED GENERAL MANAGER OF SUMMERLAND SENIORS VILLAGE



Nicole Klein enjoying some sun at the beach

A big congratulations to Nicole Klein, who will move up to the role of General Manager of Summerland Seniors Village on February 26, 2024. The announcement was made by Joey Beltrano on January 10, 2024.

In her new role, Nicole will be responsible for all aspects of operations at SSV as well as overseeing the safety and wellbeing of the community's residents and team.

Most of you who already know Nicole will understand that she's one of those rare people who was just born to be a helping professional. A self-proclaimed "outdoorsy Island girl," Nicole will now have to transition to "outdoorsy Okanagan Girl" as she tackles her new senior role in Summerland, BC.

Nicole has been in the healthcare industry since 2006 and joined West Coast in 2022 at Nanaimo Seniors Village as Assistant General Manager. She's been an amazing

addition to the team in Nanaimo and the community at large.

Upon arriving at NSV, Nicole applied to West Coast's Leadership Academy and was pleasantly surprised when she was accepted. In her words, "It was a fabulous experience, and I learned so much. I also really appreciated making connections with some of West Coast's amazing leaders, as well as gaining their valuable support."

Nicole started off her career in healthcare as a care aide after graduating from Malaspina College (now Vancouver Island University) – a great achievement considering the fact that she was put into foster care at age 15. It was the foster care experience that shaped her future. As she puts it, "I know what it's like to be forgotten, so now I have a real passion for person-centered care because everyone comes with their own amazing stories, and my success is based on my willingness to get to really get to know the people I care for. I remember their names. I know their histories. It makes a huge difference."

Nicole is the proud mom to two kids, aged 24 and 27, and she also has a two-year-old grandson named Kai. Nicole plays basketball and loves hiking, kayaking and rock climbing. A fun fact about her is that she used to work in the movie industry, and you can find her in some Hallmark shows. When not at work, you can often find Nicole on the beach building a driftwood fort. Hopefully, she can find some driftwood on the shores of Lake Okanagan, too.



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!

Lynda Burton



NANAIMO SENIORS VILLAGE

This review is to extend sincere thanks to all at NSV-AL for their loving and professional care of the residents and visitors. My cousin resided at NSV from 7/24/23-1/2/24.

NSV-AL is such a warm, loving, and professional facility.

It all starts when you walk in the door to the screener (Carol, Simi, Tina, Claire) and those at the front desk (Jo, Anastasia). They welcome you with a big smile and are very helpful. The nurses (April, Jason) take extremely good care of the residents. In my opinion, they and Kristine are the last word on decisions for the residents and at times those decisions are tough and they make those decisions professionally and with love. I give a world- sized thank you to the caregivers who went above and beyond daily to care for my cousin. (Names in no particular order and I sure hope I didn't miss anyone. If so, my sincere apologies)Trina, Arlene, Rachel, Kamal, Sharan, Edith, Jessy, Evelyn, Dani, Sam, Karen, Wendy, Linda, Brice, Shelby, and Mia.

[Google Review Link](#)

Jillian Thorne



SELKIRK SENIORS VILLAGE

The staff at Selkirk truly consider the residents their family, the love & care provided is wonderful! From the smiling faces of greeter staff, to the caring hands of RCAs & nurses, to the support staff keeping all the wheels turning. The passion for excellence is palpable anytime one speaks to the management team & those supporting. The Selkirk team is worth all 5 stars & more.

[Google Review Link](#)

Ed Ord



SELKIRK SENIORS VILLAGE

Selkirk staff took good care of my mom, in spite of Covid limitations of staffing and activities. My mom is invited into daily activities and receives excellent nurse and doctor care, and she enjoys her meals.

[Google Review Link](#)

Erin Curry



WAVERLY SENIORS VILLAGE

During my practicum experience as an LPN student, I spent approximately 10 weeks at this facility. The well-managed environment and the considerate staff created a warm atmosphere, where kindness and respect were extended to me, fellow staff members, and the residents alike.

[Google Review Link](#)



Community Updates

GUILDFORD SENIORS VILLAGE CHRISTMAS FOOD DRIVE

GSV had a successful Food Bank drive last December as a part of their 12 Days of Christmas celebrations.

Families and the whole GSV team brought food items for donation. Everyone who donated was given a bingo coupon, which gave them a chance to play our very popular Christmas Bingo game. Three gift cards were given away as prizes, courtesy of West Coast.

The gift card winners this year were Jesila P. (Recreation Aide), Kanta G. (Recreation Aide) and Libenar B. (Nurse). The event was a big success as the team was able to collect three full boxes of food for the Food Bank. The food drive is expected to be a semi-annual event.



GSV team members during the food drive with (yes, you guessed it), Elvis!



The GSV recreation team delivered the food to Surrey Food Bank. Photo (left to right) Jeff (Surrey Food Bank Manager), Arlene G. (Recreation Aide), Claire C. (Therapeutic Recreation Manager), Joeliza G. (Recreation Aide) and Mary Rose B. (Recreation Aide)

BEACON HILL VILLA MOBILE COFFEE CART

Barb Morris, Recreation Manager at Beacon Hill Villa, shared this photo of the Fabulous Mobile Coffee & Hot Chocolate Cart brought to life by a few wonderfully creative Health Career Access Program (HCAP) students. During the cold months of winter, the residents really appreciate a nice cup of hot chocolate or a steaming cup of coffee (with a few cookies, of course) served by the students and the recreation team.



Left to right, students Rove and Rebecca, recreation team members Anneke and Joel, and student Liam (far right)

MANOIR DE CASSON CHRISTMAS RECAP

Santa Claus made his regular stop in Montreal this year, but he also made a special stop at Manoir de Casson to hand out gifts (from the team) to the residents. Santa (one of the resident's sons) made a surprise visit just before Christmas, bringing smiles to everyone's faces.

The wonderful women of Entraide-bois-de-boulogne, a group of volunteer singers that bring joy to all of us at Manoir every month, made a special visit over the Christmas season with their red Christmas vests on in full splendour. Note: "Entraide" means "helping one another" in French. Amongst the singers is resident Mme. Alouche (with the red Rudolf nose).



Mme. Barnes



Mme. Wulf



Mme. et M. Bederos



Mme. McAuley



Chorale de Montpellier came to sing Christmas carols for the residents in early December



Dates to remember

February 1, 2024
National Freedom Day

February 2, 2024
Groundhog Day

February 3, 2024
National Wear Red Day

February 4, 2024
World Cancer Day

February 7, 2024
National Send a Card to a Friend Day

February 9, 2024
National Pizza Day

February 10, 2024
Lunar New Year – Year of the Dragon

February 11, 2024
Super Bowl

February 13, 2024
Mardi Gras
National Cheddar Day

February 14, 2024
Valentine's Day
Ash Wednesday

February 15, 2024
Flag Day of Canada

February 17, 2024
Random Acts of Kindness Day

February 18, 2024
Summerland Seniors Village Anniversary (2006)

February 19, 2024
Family Day (Stat AB/BC)

February 20, 2024
National Love Your Pet Day

February 21, 2024
International Mother Language Day

February 23, 2024
National Banana Bread Day

February 24, 2024
National Tortilla Chip Day

February 23, 2024
National Letter to an Elder Day

February 26 – March 3, 2024
Shingles Awareness Week

February 28, 2024
Pink Shirt Day

Marketing highlights



We're 18 Years Young!
And you're invited to help us celebrate!

Join us here at Summerland Seniors Village for our 18th birthday celebration and open house. We'll have some hot drinks to warm you up, delicious appetizers and live entertainment to brighten your day.

Who
The Summerland Seniors Village Gang

What
18th Birthday Celebration & Open House

Where
1200 Adkinson Rd., Summerland, BC

When
Friday, February 16, 2024 / 2:00 pm – 4:00 pm

Why
Because we know how to throw a party!

RSVP
Harley Elzsoff
T. 250.404.4304
E. helaso@retirementconcepts.com

MANAGED BY
WEST COAST

Anniversary Open House
Summerland Seniors Village

**You've got questions
We've got answers**



Please join Harley Elzsoff, Community Relations Manager at Summerland Seniors Village, for an informative Q&A for seniors considering life at a retirement community. All are welcome.

When – January 18, 2024, 10 am – 12 noon
Where – Okanagan Regional Library, 9533 Main St., Summerland
For more information – 250.404.4304

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WEST COAST

retirementconcepts.com E. helaso@retirementconcepts.com T. 250.404.4304

Q&A Session
Summerland Seniors Village