



Westminster  
Communities  
of Florida

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VOLUNTEERS OF  
THE YEAR

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EMPLOYEES OF  
THE YEAR

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March 2016

## OUR EMPLOYEES AND VOLUNTEERS OF THE YEAR

Westminster Communities of Florida is privileged to have many wonderful employees and volunteers who consistently “stretch” to serve our residents. Each of our Employees of the Year and Volunteers of the Year express the heart behind our Mission. We are delighted to shine the spotlight on these exceptional people tonight.

The Creating Legends Program was developed to help managers “catch our employees in the act” of providing Legendary Service to our residents, their family members, and co-workers. More than 140 of our employees were caught in the act of providing Legendary Service during 2015. It is our great pleasure to have the best of the best here tonight — our Employees of the Year.

Our volunteers are a vital part of our communities. We had more than 2,300 volunteers to help at the communities during this past year. They served a total of 258,056 hours, which is equivalent to the work of nearly 124 full-time employees. We are honored to have our Volunteers of the Year with us this evening.

Tonight, at our 18th Annual Awards Celebration, please join us in personally congratulating our distinguished honorees. We are very proud to have them as part of the Westminster family.





# Volunteers of the Year — 2015

We are so thankful for our volunteers. They contribute thousands hours in our communities, improving the lives of our residents, and we're so blessed to have them. It's our pleasure to recognize their contributions tonight.

TOUCHING LIVES THROUGH SERVICE

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WESTMINSTER GARDENS  
2016 Volunteer of the Year

**LARRY ARMSTRONG**

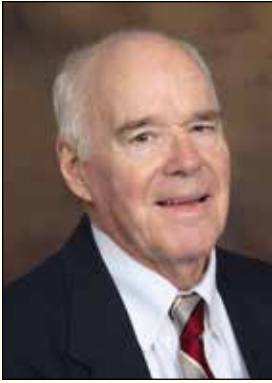


In the two years since Larry arrived at Westminster Gardens, he has brought our courtyard garden back to life. A former Alligator Point fishing captain, he immediately noticed a need and simply set out to fill it. He spends countless hours in all weather conditions to make sure the flowers, fruit trees and plants are all healthy and beautiful. Through his hard work the gardens are flourishing today.

We're so thankful to Larry for his continuous efforts to improve our gardens. He is truly an asset to our community – and that's why he is our Volunteer of the Year.

WESTMINSTER TOWERS & SHORES  
2015 Volunteer of the Year

**JESSE BISHOP**

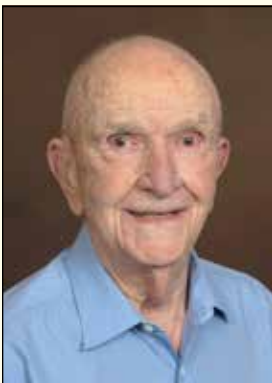


Westminster Towers & Shores is a richer place for Jesse's efforts. He has worked with community management and resident groups to finance improvements to sporting venues, from the bocce court to our billiards table and shuffleboard court, and even built a horseshoe pit. For his next act, he brought in professionals to teach residents how to play the games.

A Marine veteran, we honor Jesse's service to our country and the community by saying thanks. Congratulations, Jesse.

RIVERSIDE PRESBYTERIAN HOUSE  
2015 Volunteer of the Year

**WILLIAM BREWER**



If there's any one word to describe Bill, it's 'dedicated.' Early in his career, he served in the Navy as a radioman, and has spent the last 69 years working for Duval Ford and maintaining his longtime marriage to Pauline. He serves on our Creating Legends Committee, honoring our employees for their outstanding service to the community, and finds the time to volunteer in the Country Store, helping residents buy their essentials. Without Bill, we know that there would be something amiss.

Thanks, Bill, for all your hard work and dedication. We appreciate you.

WESTMINSTER PLAZA  
2015 Volunteer of the Year

**JIM CAREY**



For the last 10 years, Jim has been taking care of the garden behind the building, using his own money to improve our community by buying bird food, plants and gardening tools. To do this, he spends several hours a day cleaning, watering the plants and feeding the birds. On his own initiative, he makes sure the back of the building is landscaped and that each floor has lovely decorations.

Now is our chance to thank Jim for making our community such a beautiful gem. We couldn't do it without him.

WESTMINSTER SHORES  
2015 Volunteer of the Year

**MARY COREY**



Here's to someone who does it all: Chairperson of the Resident Appreciation Fund, estate-sale and Corner Store cashier, assisted-living volunteer, Meals on Wheels volunteer, a writer for the *Shorelines*, and a home baker of welcome gifts for new residents. Mary is a tireless volunteer whose goal is to do whatever she can to make life better for others. She goes about her work so quietly that we're sure there's more still that we don't know about!

For everything that she does, whether we're aware of it or not, we're very thankful that Mary is our Volunteer of the Year.

WESTMINSTER ASBURY  
2015 Volunteer of the Year

**JULIA DUNLAP**



We recognize Julia not only for what she does for our community, but for her hard work in faith and service to Cocoa. She first started volunteering at age 10 and hasn't looked back. Today, she works two days a week to collect clothes to send overseas at the Mission Care Center, packs books for the local prison ministry, and makes children's gifts for doctors and missionaries. At Westminster Asbury, she serves on the Resident Council and spends her time helping fellow residents to doctor's appointments, shopping, and more.

Julia is truly an inspiring example of how to improve others' lives. Thank you.

WESTMINSTER PALMS  
2015 Volunteer of the Year

**JANET HEVERLY**



Since she first came to our community, Janet has shown herself to be a warm and enthusiastic volunteer, whether it's being involved in our community or her volunteer work in the St. Petersburg community. She is vice president of the Resident Council, co-chair of the Library Committee, and a volunteer in the Gift Shop. She is also active in her church, serving as treasurer of the Presbyterian Women's Circle that meets at Westminster Palms.

For all of her accomplishments, let us say thank you to Janet.

WESTMINSTER MANOR – FORT WALTON BEACH  
2015 Volunteer of the Year

**VELLA HOOVER**



What makes Vella stand out is her willingness to help others. She serves meals at resident luncheons and stays afterward to help clean up, runs Bingo and Pokeno, and most notably, takes care of managing the Thrift Store. Although the store is only open two days a week, she'll help a fellow resident in need by opening the store outside of regular hours. Her diligent work in getting donated items up for sale has helped provide additional resources for the Resident Council.

Vella is very deserving of this award. Congratulations!

RIVERSIDE PRESBYTERIAN APARTMENTS  
2015 Volunteer of the Year

**JOANN KUHNS**



Since she was young, growing up in western Pennsylvania, Joann has always loved to help others. In our community, she serves by helping others: She takes care of her fellow residents' pets when they are unable, and runs a weekly Tea and Tidbits event to educate us about different cultures and historical periods, all out of her own pocket. Over the seven years she has lived here, she's enriched our lives so much.

Joann says that helping others is her passion and for that, we are immensely grateful. Thanks, Joann!

## WESTMINSTER WOODS ON JULINGTON CREEK 2015 Volunteer of the Year

### TOM MACKNER



After five years of work, we recently solved a frustrating challenge – poor audio volume and quality in the auditorium – thanks to Tom’s work on the new sound system. Now, even those who could not previously hear or understand find it possible to hear the sound with clarity beyond what was even imagined.

Tom’s creativity, his ability to work collaboratively with staff and residents, his thoughtful work to enhance life for everyone, and his way of aiding others in their volunteer efforts all make him a priceless volunteer in our community. It is with honor that we recognize Tom.

## WESTMINSTER WINTER PARK 2015 Volunteer of the Year

### DELLE MULLER



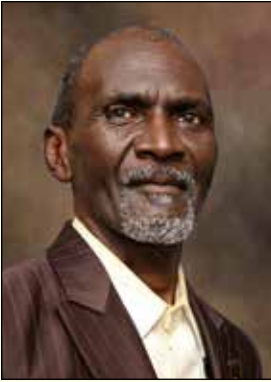
As Resident Council chairperson, Delle showed that she really cares about her fellow residents, which made the long hours she spent truly rewarding for everyone. She was an outstanding representative of Westminster Winter Park in the greater community. She is a lifelong teacher who has taught computer programming, mathematics and science, and now she is a certified Powerful Tools for Caregivers course leader. She also leads a non-profit with the mission of educating the public about mental-health issues and providing funds for counseling for the needy.

Delle is an exemplary volunteer who puts the needs of others over her own. Thank you.



WESTMINSTER VILLAGE  
2015 Volunteer of the Year

**WILLIAM POPE**



Here is someone who is a loving and caring person, willing to help someone in need at any time: William. He volunteers with our MANNA food deliveries, helping Westminster Village employees to load and unload the van, and then takes food to the apartments of those less able. Then, each Sunday, he takes the hymnals to the building where that week's service will be held.

It's people like William who show us what caring for others really means. That's why he is our Volunteer of the Year. Thank you, William.

WESTMINSTER SUNCOAST  
2015 Volunteer of the Year

**YVONNE RIESEN**



Continuing a lifetime of service with her work at Westminster Suncoast, Yvonne's contributions – to the tune of more than 900 hours a year – have greatly improved our community. She served for 10 years on the Health Services Committee, helping to transform the image of the Health Center, and was an active member of the Capital Campaign Committee, which raised more than \$350,000 for improvements to the Health Center. She is even training as a Powerful Tools for Caregivers course leader.

Yvonne is an inspiration for all and is widely respected. We thank you for your service.

WESTMINSTER TOWERS – ORLANDO  
2015 Volunteer of the Year

**ELLEN SICOUTRY**



Ellen makes it her priority to look out for her fellow residents! She is always looking for new ways to get us active. She leads a number of activities, engaging residents at all levels of care to participate. She also works hard to improve our accommodations and resources for the visually impaired. When she's not hard at work here, Ellen is a talented painter and knitter, and has placed second and third for her paintings at the Central Florida Fair.

Ellen's dedication and selflessness is why it is our honor to name her Volunteer of the Year.

WESTMINSTER OAKS  
2015 Volunteer of the Year

**MIMI STANGEL**



Today, you might not recognize the Acorn Thrift Store at Westminster Oaks – that's because Mimi has transformed it into the Acorn Boutique! Her 30 hours a week of hard work has allowed the store to expand and to generate more income for the Resident Council, improving the lives of all of her fellow residents. She has even taken on training the other volunteers at the Acorn. Her generosity extends to personal donations as well, to help Health Center residents.

We couldn't do without Mimi. We're so thankful to have her.

WESTMINSTER CANTERBURY  
2015 Volunteer of the Year

**JIM STILL**

It's not possible to review old newsletters or look through a photo album without seeing Jim in action. He has been an unsung pillar of life at Westminster Canterbury for many years, and now is our opportunity to thank him for his hard work and dedication. He personally conducts wellness checks, runs errands for others, calls for medical assistance, and performs countless other tasks, all without asking for anything in return. With a smile on his face, his quiet service to everyone in the community has never gone unnoticed.

Please help us congratulate Jim for being Volunteer of the Year.

WESTMINSTER MANOR – BRADENTON  
2015 Volunteer of the Year

**JOY SUJECKI**



Joy is a rare and treasured volunteer in our community. She is always cheerful and willing to help – including managing the Country Store, at which she exceeds all expectations. She goes out of her way to meet special requests for her fellow residents and our staff, personally shopping to keep the store well-stocked and even clipping coupons to get the best possible price for resale. Her efforts provide a valuable resource to residents who may be unable to shop for these items themselves.

Thank you for all of your hard work, Joy, and congratulations.

MAGNOLIA TOWERS  
2015 Volunteer of the Year

**SANDRA SUPRENARD**



A lifetime of service that began as Massachusetts's first female firefighter has continued since Sandy joined our community last year. She is consistent, kind, patient and, most of all, humble, never seeking recognition or praise, and she always has a smile for everyone. She enhances all of her fellow residents' lives with her work at the Food Pantry, twice a week; helps decorate for holidays; and serves on the Resident Council's Social Committee. When she's not helping out here, she volunteers at Shingle Creek Elementary School.

It's with great pleasure that we introduce Sandy as our Volunteer of the Year.



# Employees of the Year — 2015

We are so thankful for these wonderful individuals, who embody the Seven Habits of Legendary Service:

**Familiarity ★ Ownership ★ Respect ★ Appearance  
Communication ★ Thanks ★ Stretch**

## MANAGEMENT SUPPORT SERVICES 2015 Employee of the Year

### **LISA BLODER**

*Case Management Liaison*

Date of Hire: September 30, 1999



Few better exemplify Legendary Service better than Lisa. She was instrumental in creating the original Westminster Communities of Florida wellbeing program, which has been recognized nationally, and for many years led the planning and execution of the Annual Awards Banquet. Lisa also provides excellent support to our communities in her capacity as Case Management Liaison, from tasks as big as shepherding the training for a major software rollout and as small as bringing lunch to lighten her team members' load.

Lisa's devotion and commitment to our Mission is at the foundation of all that she does. We're so very thankful to have her.

WESTMINSTER OAKS  
2015 Employee of the Year

**KEISHA BRACY**

*Human Resources Assistant*

Date of Hire: April 9, 2013



Keisha has worked tirelessly through the launch of our Kronos system to record identification for more than 340 Westminster Oaks employees. She went far above and beyond to serve her fellow team members, coming in nights and weekends to register them during their shifts. For Keisha this is a pattern of extraordinary commitment. Whenever she is needed to communicate with our employees, she's there no matter what time, day or night.

Her commitment to serving our employees is truly legendary. Thank you, Keisha.

WESTMINSTER WINTER PARK  
2015 Employee of the Year

**LAURA COTTER**

*Occupational Therapist*

Date of Hire: September 15, 2014



Laura is truly a legendary employee of Westminster Winter Park. She took ownership of a problem in every senior living community — resident falls — and, working with a team, achieved a 40% reduction over six months. Over that period, no falls resulted in a major injury at our community. She also identified a problem for us in wheelchair cleaning, which saved us time and money and increased resident satisfaction. Laura is also president of the Central Florida OT Forum.

We are blessed and proud to have Laura on our team.

WESTMINSTER SUNCOAST  
2015 Employee of the Year

**SUSAN ELLIS**

*Admissions Coordinator*

Date of Hire: July 9, 2013



Who volunteers to be a server in the dining room at the end of her work shift? Who do you see in the middle of an event, taking orders and serving drinks? There is only one answer: Susan. She's self-motivated and pitches in everywhere, often before we realize we need the help. Susan does her work with joy, and her push to perfection is inspirational. She says this is the best job she's ever had – but Susan is the one who makes it that way.

We couldn't ask for anything more. Thank you, Susan.

WESTMINSTER TOWERS & SHORES  
2015 Employee of the Year

**DANIEL GARTNER**

*Bus Driver*

Date of Hire: April 3, 2013



Throughout Westminster Towers & Shores, Dan is known as “Dan the Tram Man.” He is a man with a positive attitude, a smile and a wave, and he goes above and beyond every day. He shows patience, anticipates residents' needs and genuinely cares about the community. No one deserves this honor more than Dan – he's won eight Legendary Service Awards in recognition of his efforts.

Dan is an asset to our community and we're so fortunate to have him on our team.

WESTMINSTER CANTERBURY  
2015 Employee of the Year

**CHARLES HAGEMAN**

*Maintenance Director*

Date of Hire: January 5, 1996



Since 1995, no one has kept Westminster Canterbury in better shape than Charlie. His expertise extends to every inch of our community – every system, every piece of machinery, and everyone on the maintenance team. He always emphasizes that safety is paramount. As a result of his efforts, our community has earned a superior rating on every HUD REAC inspection over the last six years.

Charlie's efforts to provide legendary service are the pride of our community. Thank you.

WESTMINSTER SHORES  
2015 Employee of the Year

**MEGHAN JOHNSON**

*Assisted Living Licensed Practical Nurse*

Date of Hire: May 13, 2014



Meghan lives out the Seven Habits every day. Recently, she has been recognized on more than one occasion by her peers for going above and beyond: For helping to manage the challenging behavior of a resident's family member, to doing an outstanding job in evacuating residents during a fire. In total, she has received eight awards of recognition in less than two years. She has done this all while studying for her RN degree and raising two young children.

We're so honored to have Meghan at Westminster Shores.



WESTMINSTER MANOR - BRADENTON  
2015 Employee of the Year

**KAREN KESKINEN**

*Maintenance Asst./Interim Maintenance Dir.* Date of Hire: July 26, 2013



In the last year, Karen has received a Legendary Service Award and five Creating Legends awards. Under her leadership, the department continues to work within its budget and to improve its processes, and has instituted new team training. Karen is also an advocate for Manor residents, going above and beyond her duty to personally assist them – even when away from work.

We couldn't do it without you, Karen.  
Congratulations.

WESTMINSTER PALMS  
2015 Employee of the Year

**NELLIE KING**

*Business Office Manager*

Date of Hire: February 19, 1997



We want to honor Nellie for her compassionate and professional assistance to residents and employees alike. She assisted with our transition to new accounting software, provided assistance to the receptionist team, took on additional responsibilities in Human Resources, and played a key role in the implementation of our new timecard system. Nellie was Westminster Palms' first recipient of the Resident Association Scholarship Award, allowing her to continue working and complete a degree in business administration, all while raising three children as a single mom.

Thank you, Nellie, and congratulations.

WESTMINSTER TOWERS – ORLANDO  
2015 Employee of the Year

**DEBRA McCASKILL**

*Receptionist*

Date of Hire: September 23, 2008



Debra provides excellent service to our residents, as well as their families, guests, staff, and anyone else who calls or comes in the door. Her cheerfulness and kindness are contagious when she greets you – and as she ends a conversation, she often closes with, “I appreciate you,” putting a smile on someone’s face in the process. She is the embodiment of the Seven Habits of Legendary Service.

Now it’s our turn to show our appreciation for her, as we proudly name her our Employee of the Year. Thanks, Debra!

WESTMINSTER WOODS ON JULINGTON CREEK  
2015 Employee of the Year

**RANILLO MENDOZA**

*Floor Technician*

Date of Hire: May 1, 2007



Every one of us appreciates Ranillo for what he does. Although many of us didn’t know him by name – until now – we knew he was the person who helped everyone with a kind heart and a can-do attitude. There is no job too big or too small for him, from cleaning up a sink overflow, to offering assistance with a wheelchair, to a tireless search for a lost hearing aid.

At the same time, he has worked hard at home to bring his entire family to the U.S. from the Philippines.

Congratulations, Ranillo, and thank you.

WESTMINSTER MANOR – FORT WALTON BEACH  
2015 Employee of the Year

**JANETTE POWELL**

*Service Coordinator*

Date of Hire: September 15, 2003



The residents at Westminster Manor know how lucky we are to have Janette – they've told us repeatedly how thankful they are for her help. Recently, she even gave a resident her parking space, because the resident was concerned something from a nearby tree would get on their car. Another resident wrote to thank her for her help in getting a SafeLink phone.

She's loyal and caring and goes above and beyond every day in service. We know, because she's been our Employee of the Year on more than one occasion.

Thanks, Janette, and congratulations!

WESTMINSTER HOME CARE  
2015 Employee of the Year

**GENEVA WILLIAMS**

*Certified Nursing Assistant/HHA*

Date of Hire: January 13, 2014



All Geneva has ever wanted to do is take care of people. She says that's what God sent her here to do. She goes above and beyond in caring for Westminster Home Care clients, is always willing to lend a hand, and even volunteers in her spare time taking care of people through Meals on Wheels. Recently, a Westminster Palms resident took the time to walk over and tell us personally how wonderful she is.

That's why Geneva is our Employee of the Year. We're so thankful for her.

# 7 Habits of Legendary Service

## *Familiarity*

Recognize every individual. Say hello. Call people by name, if possible. Smile and make eye contact. Always create a good first impression.

## *Ownership*

Take responsibility for making our organization work better... Anticipate others' needs. Often you know what others want and need... act. Even if it's not your job, help or find someone who can. Work cooperatively to resolve issues.

## *Respect*

Treat everyone with dignity, empathy and professionalism, no matter what their job. Respect the property of the residents and the organization.

## *Appearance*

Act and look professional. Wear appropriate clothing and footwear. Always display proper identification. You create the image of your organization.

## *Communication*

Keep all employees informed... managers, peers and subordinates. Always speak in a manner in which you would like to be spoken. Make comments constructive and positive. When people complain... Listen. Don't be defensive.

## *Thanks*

Always give a genuine thanks. Recognition inspires others to do their best.

## *Stretch*

Stretch to serve all of our customers... residents, families, friends and employees. Go the extra mile. Strive to improve yourself personally and professionally. Take intelligent risks. They will pay off greatly.

# Our Communities

## CONTINUING CARE RETIREMENT COMMUNITIES

BRADENTON

**Westminster Manor**

**Westminster Towers & Shores**

JACKSONVILLE

**Westminster Woods on Julington Creek**

ORLANDO

**Westminster Towers**

ST. PETERSBURG

**Westminster Palms**

**Westminster Shores**

**Westminster Suncoast**

TALLAHASSEE

**Westminster Oaks**

WINTER PARK

**Westminster Winter Park**

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## RENTAL RETIREMENT COMMUNITIES

COCOA

**Westminster Asbury**

DAYTONA BEACH

**Westminster Canterbury**

FORT WALTON BEACH

**Westminster Manor**

JACKSONVILLE

**Riverside Presbyterian Apartments**

**Riverside Presbyterian House**

ORLANDO

**Magnolia Towers**

**Westminster Plaza**

PENSACOLA

**Westminster Village**

TALLAHASSEE

**Westminster Gardens**



# Our Mission

We are a church related, not-for-profit community service organization dedicated and committed to providing services for older adults.

We create and preserve excellent residential and health care communities promoting wellbeing and encouraging active and healthy lifestyle choices.

We believe in and are committed to respecting and honoring each person's dignity, rights and independence.

We are committed to a program of stewardship that recognizes the responsibility to use our resources well.





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[WestminsterRetirement.com](http://WestminsterRetirement.com)