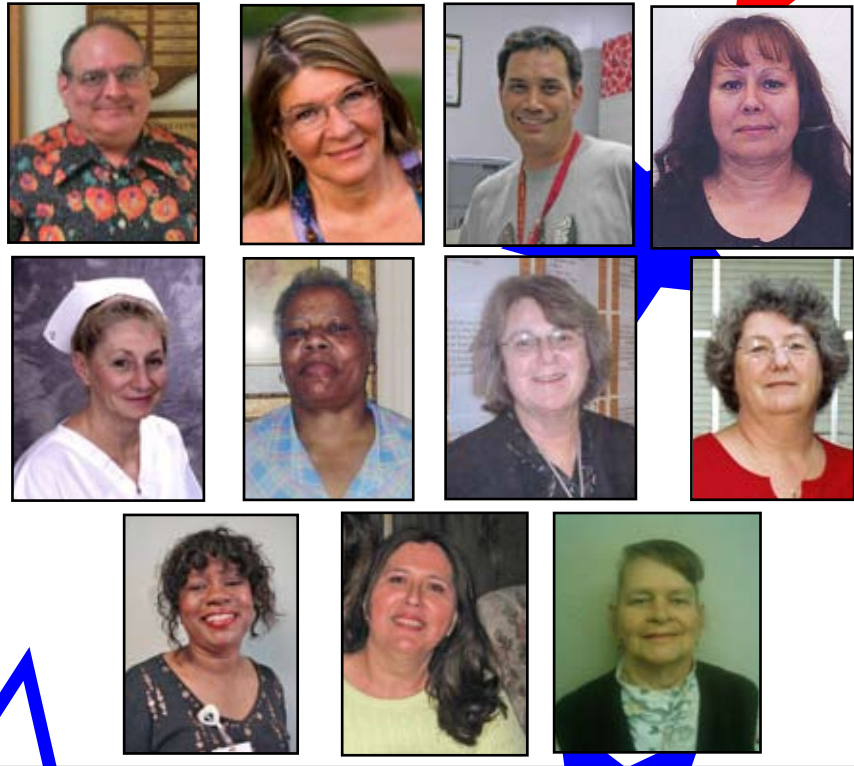


CAHF 2009

*Facility Super Stars*



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CALIFORNIA  
ASSOCIATION OF  
HEALTH FACILITIES



2009   
*Facility*   
*Super*  
*Star*  
*Award*  
*Winners*

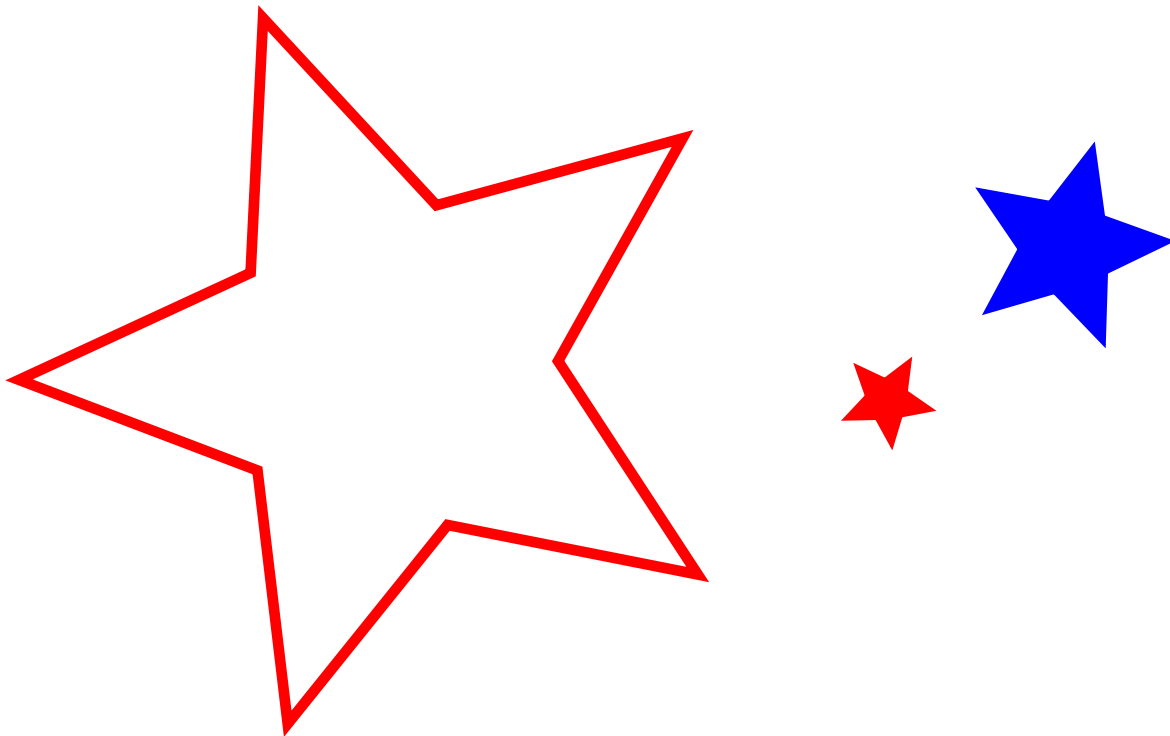
CAHF's Facility Super Star Award recognizes employees of skilled nursing facilities, behavioral health facilities and intermediate-care facilities for the developmentally disabled who have dedicated their lives to serving these important segments of the health care continuum.

Nominees for CAHF Facility Super Star Award must meet the following qualifications:

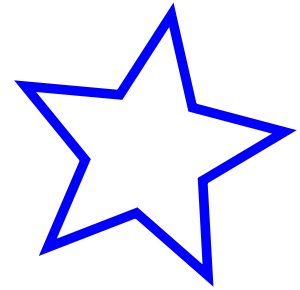
- Be veteran employees with at least 10 years of service.
- Demonstrate a dedication to serving the residents and the facility.
- Demonstrate involvement in the local community.
- Demonstrate that they have climbed the career ladder in the face of odds that might have discouraged lesser people.
- Be employed by a CAHF member facility.

The award program is open to all types of facility staff except administrators. Only one nominee can be submitted per CAHF member facility.

CAHF congratulates all of this year's Super Stars and thanks them for their commitment to caring and their dedication to the long-term care profession.



# *Facility Super Stars*



## *Janet M. Adams*

Program Director  
Vista Pacifica Center, Riverside  
37 years in long-term care

Janet M. Adams began her long-term care career as a nursing assistant in 1972, back when nursing assistants were not certified. Coming from a family with no means to assist her, she couldn't afford college. But she lived to work and worked to live, graduating with honors from nursing school as an LVN. She rose through the ranks from charge nurse to assistant program director to her current position, where resident care and quality of life are her highest priority.

She encourages residents to recognize their rights to freedom from stigma and discrimination and works to protect their rights. Through her experience, she recognizes the need for patients to be empowered and works diligently to assist them in learning how to manage their illnesses. "Psych, it's what I do," she says.

Active in the community, she has been involved in deficiency-free Special Treatment Program surveys from the California Department of Mental Health since 1998 and has been part of a dedicated team to earn the American Health Care Association's Step I and Step II Quality Awards for her facilities as well as four Awards for Excellence awarded by Vista Pacifica Center's corporate office.

## *Ronald Anderegg*

Laundry  
Country Villa Merced  
35 years in long-term care

A wonderful, delightful, and dedicated employee, "Ronnie" Anderegg puts his residents first and always is helpful to anyone – all you have to do ask. "We here at Country Villa Merced Nursing and Rehab Center are blessed to have such a long-term dedicated person as a member of our team," said Administrator William Drennan.



**Ronald Anderegg**

## *Davene Beck*

Nutritional Services Director  
Willows Care Center  
37 years in long-term care

Davene Beck started in long-term care as a housekeeper, determined to help where she could to make life better for people who needed to be cared for. She has cross-trained with most departments and even travels to other facilities to help in their dietary departments. "She works long hours, really long hours, really-really long hours," said Administrator Tina Brey.

Active in her grandchildren's school activities, working with disabled children, fundraising for St. Jude's Hospital and involved in the Neighborhood Watch program, she is very creative and makes up interactive games and entertainment for the staff and residents. From scavenger hunts to themed creative centerpieces, you can always find Davene in the middle of something and is probably most famous for her Halloween haunted house, where you can always count on the scariest costumes and ideas.

## *Facility Super Stars*

### *Karen Beeler*

Director of Nursing Service  
Shadowbrook Health Care Oroville  
32 years in long-term care

Karen Beeler started her career in 1976 at the age of 16 as a dishwasher at the same facility where she would become the director of nursing services, a position that she has held now for more than 20 years. With understanding and competence, she built a skill set that only comes from experience and did it while a single parent, working and going to school at the same time to further her professional career.

“Her tenure of 20 years in the same facility in the same position speaks loud and clear that she is a dedicated, competent leader,” said facility Administrator Dr. Ron Brown.

Along with civic involvement, Karen rode for years in the grueling 100-mile, one-day Tevis Cup horse-racing event through precipitous mountain terrain – and once almost lost her life in the race. And as if that and running a nursing department were not enough, she was a main worker and organizer in her husband’s two successful political campaigns for the Butte County Board of Supervisors.



**Karen Beeler**

### *Linda Brandon*

Program Director  
Edgewood Center, Azusa  
49 years in long-term care

The very definition of a Super Star, Linda Brandon is an irreplaceable resident advocate, behavior interventionist, purchaser, activity planner, historian and much more, who has dedicated her life to the betterment of others. In her decades of service, she has been Charge Nurse, Psychiatric Technician, Consultant and Program Director. She was one of the lead planners and writers of an original pilot program for an ICF/MR in Los Angeles County. “To this day she lives and breathes the various tags for this intricate program,” said Edgewood Center Executive Director Daniel Soto.

Through her many years of dedicated service Linda has gained the respect of peers, families, Regional Center administrators and surveyors, and many of her implemented forms and protocols are used as examples to be followed by the visiting licensing teams.



## ***Rita Conrad***

Central Supply /Accounts Payable  
Country Villa Redlands  
37 years in long-term care

Another Super Star who started as a nursing assistant back before nursing assistants were certified, Rita Conrad was among the first groups of NAs to take the certification test at Valley College. She remembers the days when nursing assistants were responsible for NG tube feedings – they didn't have gastric tubes back then – and they did their own wound care with the good old fashioned treatments like sugar and glycerin and heat lamps.

After 15 years as an NA/CNA, she worked 17 more years as a restorative nursing assistant, then moved into Central Supply. "Rita knows everything that is in her closets, and if we don't have it she knows where to get it," said Administrator Diane Machain. What's more, among her civic activities, she is well known for entering the facility in the Redlands annual parade, designing the float and making sure that at least seven or eight residents were able to ride along.

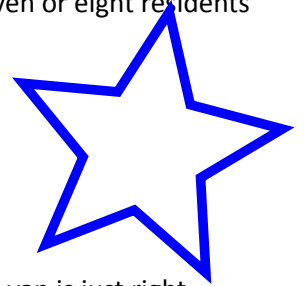
## ***Kurt Conroy***

Transportation/Medical Supply Ordering  
Garden Grove Hy-Lond Home  
29 years in long-term care



**Kurt Conroy**

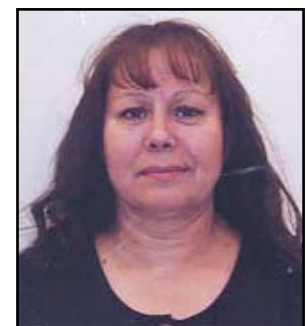
The ride is always smooth and the air temperature in the facility van is just right whenever Kurt Conroy takes the wheel, and he makes sure residents have everything they need such as extra clothing and water before setting out for appointments. He started out as direct-care staff but filled in as transportation driver in 1980 and has been escorting residents ever since. Called "Mr. Consistent," Kurt is always in a positive mood with a smile on his face, and he never complains when an appointment is added to his day. The facility has even received comments from community professionals praising Kurt's knowledge of the residents in ways that assist them in making more accurate assessments.



## ***Mary Flores***

Dietary Supervisor  
Country Villa Merced Behavioral Health  
36 years in long-term care

Mary Flores started in long-term care at the age of 18 as a dishwasher, but her work ethic and dedication were quickly recognized, and she was promoted to being a cook. While working full time, Mary took classes at the local college, received her dietary supervisor's certification, became a dietary supervisor and made the transition from working in a traditional long-term care facility to her present position as Dietary Supervisor in a behavioral-based SNF. She has been with the Country Villa Merced for 19 years.



**Mary Flores**

Mary is a leader by example, working side by side with her staff in all duties related to her department. She takes great pride in running a kitchen that is clean and well organized. As a result of her leadership and direction, the facility has consistently done well in all internal and external inspections. Consistently a top performer who always goes the extra mile, Mary is an example of the quality of person the long-term care professions want to have caring for our residents.

## *Facility Super Stars*

### **Pat Ivey**

Assistant DSD, Infection Control Officer and Safety Officer  
Golden Empire Convalescent Hospital, Auburn  
28 years in long-term care



**Pat Ivey**

After a rough start in life in which she had tuberculosis at the age of 2, spent a year in a hospital, lost her mother at an early age and spent most of her childhood in foster care, Pat Ivey made such an impression as a nursing assistant at Golden Empire Convalescent Hospital that the facility assisted her in becoming an LVN after two years on the job.

The decision paid off. There is not a job she cannot do in her passion to care for the elderly. The ultimate multi-tasker, she has worked in almost every department. She assisted in the major project of changing pharmacies at the facility, and – anything but a computer buff – she mastered the facility's new electronic charting system. That's all in addition to taking care of the fish and the birds at the facility – she even tried CPR to revive one of the parakeets. She mends curtains, helps decorate for parties and trains CNA candidates. Now Pat is facing even more educational challenges, serving as an AIT, which she expects to complete this fall.

Pat also has been active in Nevada County's Health and Human Services Agency, works hard with the area emergency-preparedness coordinator in planning and assisting in drills for potential disasters and is on the team of emergency responders at her church, which has a congregation of more than 3,000. "She is an inspiration to all of us, she is the nurse we all strive to be but few of us are," said Director of Staff Development Kathy Morris.

### **Maria Lieurance**

Director of Environmental Services  
Royalwood Care Center, Torrance  
34 years in long-term care

Ten years into her long-term care career, Maria Lieurance was praised in a performance review as "a hard worker who is results-oriented, thorough and dedicated to the facility." Those words ring as true today as they did in 1985. With a background in retail sales and kitchen work in Mexico, Maria came to Royalwood Care Center with the goal of becoming a housekeeping supervisor. She quickly fell in love with long-term care.

Maria and her loyal staff take a great deal of pride in the cleanliness of the facility. Her commitment to excellence is evident when anyone tours the 110 bed facility that has become Maria's second home. She also is very devoted to her husband of 40 years, and when she's not at work, she's caring for her mother-in-law.

## *Geraldine Lockett*

RNA

Convalescent Center Mission Street, San Francisco

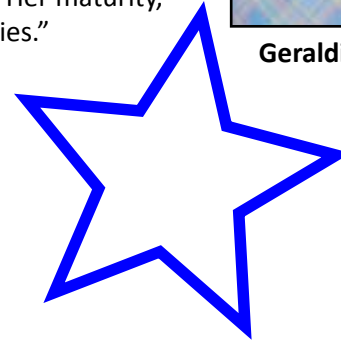
37 years in long-term care

Diligent, consistent, responsible, punctual and sincerely caring of the residents — these are terms used to describe Geraldine Lockett. She understands and values her work and has always been an inspiration to the staff, especially the new CNAs.

“Gerry is the kind of CNA you can wholeheartedly entrust your loved ones to,” wrote Administrator Amarooof Apatira. Gerry is the type of person who prefers to be quiet and stay in the background — but she ends up in the front line in providing resident care. She’s also someone the other caregivers can turn to if they need help. Her maturity, experience and wisdom at work make Geraldine an “endangered species.”



**Geraldine Lockett**



## *Margie McNeal*

CNA

Oakland McClure Rehab Center

50 years in long-term care

With a half-century on the job, Margie McNeal has always believed that taking care of others was her calling in life, and, like other long-time caregivers, she passed the first state CNA examination in 1978. After moving to California from Oklahoma with her husband, she worked day and night to provide for her three daughters and two sons and saved enough money to send all of her children to college.

## *Crystal Morrow*

LVN/Case Manager

Country Villa Sheraton Nursing and Rehab Center, North Hills

37 years in long-term care



**Crystal Morrow**

Ever since she began her career as a nursing assistant in 1972 and went on to become an LVN, Crystal Morrow has excelled at multiple assignments — charge nurse, treatment nurse and staff development director. In 1989 she worked in a specialty AIDS unit and began work as a case manager.

In her 17 years as case manager at Country Villa Sheraton, Crystal has helped countless residents and their families with her expertise in HMO mazes and vast knowledge of resources. She often follows as many as 40 HMO residents, making certain they all have the support, equipment and encouragement they need to reach their recovery goals and be discharged safely to an appropriate level of care. And for the last 20 years, she has been a volunteer for the Los Angeles Unified School District.

## *Facility Super Stars*

### **Betty Prince**

Business Manager  
Golden LivingCenter Hillcrest, Fresno  
31 years in long-term care



Nursing assistant, receptionist, office assistant, business manager – Betty Prince worked her way up the ladder in more than 31 years at Golden Living facilities. After more than 25 years at Country View Alzheimer’s Care Center, she transferred to Golden LivingCenter Hillcrest in 2007 to broaden her knowledge of Medicare claims, private-insurance billing and managed-care billing.

Betty is a team player and is always willing to assist any staff person with personnel issues, how to use the computer system and policies and procedures of the company – and is still eager to learn something new. “She makes a difference every day in the lives of our residents,” said Golden LivingCenter Hillcrest Executive Director Lucille E. Epperson. “With an RCFE license among her credentials, Betty is committed to long-term care and working with ‘yesterday’s youth’.”

### **Joan Rice**

Resident Care Coordinator/MDS Nurse  
Country Villa Watsonville West  
37 years in long-term care

Joan Rice has dedicated her career to caring for the elderly of the Watsonville community. Over the years, she has seen the facility change ownership and administrators and directors of nursing come and go, but she has remained committed to making the facility she works at the best that it could be despite any challenge.

Active in civic projects and a very determined woman, Joan was able to complete the LVN program at Cabrillo College while raising small children. Her determination has continued throughout her career with promotions from entry-level Charge Nurse to positions such as Treatment Nurse and Assistant Director of Nursing. She brings her years of experience to aid in training the new Charge Nurses, to her leadership role on the interdisciplinary team – and to comfort family members when they are transitioning their loved ones into the nursing facility.



**Joan Rice**

### **Ron Rich**

CNA/Facility Nursing Staffing Coordinator  
Windsor Redding Care Center  
42 years in long-term care

Ron Rich has a heart of gold. If a resident needs something, he provides it without hesitation. He has purchased clothing, cologne, whatever a resident needs. In doing his job, he is willing to assist anyone who needs his help, no matter what the need is.

As the facility staffer, he works hard to ensure that Windsor Redding has the staff it needs — and if he cannot find someone, he does it himself. Ron has the respect and admiration of peers, residents and families. When he is not on the job at Windsor Redding, he performs in-home support services for people in the community.

## *Susan Ann Russell*

RN, Care Plan Coordinator  
Lompoc Comprehensive Care Center  
31 years in long-term care

There are good reasons why Susan Ann Russell is Lompoc Comprehensive Care Center's Super Star. She is a resident advocate and an advocate for quality of care, always looking out for the resident's best interest. She is safety-oriented, always observing for resident safety issues and answering call lights and alarms quickly. Her co-workers describe her as being "very giving" to those in need.

Detail-oriented, thorough, accurate and honest, she also has all the right skills for the position of MDS Coordinator. She is very knowledgeable about all aspects of long-term care and is an excellent resource. Everyone knows Susan will follow up on their concerns. Susan is an excellent problem solver and a creative thinker. She is always professional and has excellent assessment skills. "One of Susan's best traits is her ability to have empathy for both residents and their families," said DSD Joann Bellrose.

Susan worked full time as an LVN and raised three young children alone after losing her husband. She seized the opportunity to further her nursing career when she returned to college and received her RN in 1997.

## *Sharon Thompson*

Social Services Director  
Escondido Valley Vista  
30 years in long-term care



**Sharon Thompson**

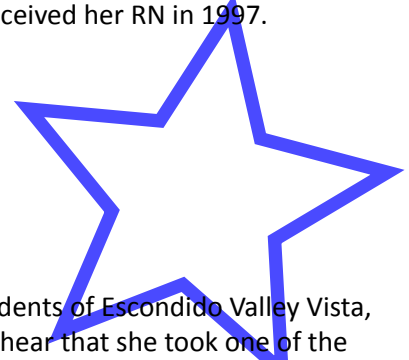
Sharon Thompson continues to provide support for residents of Escondido Valley Vista, even after they have left the facility. It is not unusual to hear that she took one of the discharged residents shopping or to a medical appointment during her lunch break or on her day off or on weekends.

A single mom, she became a CNA in Virginia, then – with two small children – took a Greyhound bus to California to pursue a better life. She was hired at Escondido Valley Vista before she knew the nursing facility is at the top of a hill in a residential area, and she walked up that hill to work for three years before she could afford to buy a car. Sharon worked the day shift when the kids went to school and worked the night shift during the summer breaks – and she never left Escondido Valley Vista despite many recruiting calls.

After 10 years as a CNA, she became an RNA and, after nine more years, went on to become the Medical Records designee. In 2005 she was promoted again, this time to the position of Social Services Director.

In 30 years, Sharon has seen the long-term care professions change before her eyes – gone are the days when "old folks" spent most of their days in rocking chairs and only cloth incontinence supplies were available. Still certified as a nursing assistant, Sharon helps with meal service every day and does not hesitate to give a shower to a special resident or answer call lights. "We are here to do whatever it takes to take care of our residents" is her motto.

Of all the positions worked, Sharon indicates social services is closest to her heart – being able to help the needy and be the voice of those who can't say a word is the highlight of Sharon's life and career.



## *Facility Super Stars*

### *Annette Torres*

Medical Records/Social Service Designee  
Community Care on Palm, Riverside  
30 years in long-term care



**Annette Torres**

Beginning as a CNA, Annette Torres moved up to activities, then to social services and on to medical records, always showing love and compassion to her residents. At her current position as Social Services Designee, she draws upon her resources in the community to help families find placement, even if it is not at Community Care on Palm. She has received many letters from families thanking her for helping them in their time of need. She also has been active with the Riverside area senior centers and assisted-living facilities, constantly furthering her knowledge base for the elderly.

In 2007, while working full time and helping to care for her mother and father, Annette entered school to become an LVN and took it on with vigor. Now she is going to school in the mornings before work to get her IV certification. Annette is the first Nurse in her family, and they are so proud of her.



### *Marjorie Trimble*

CNA  
Hayward All Saints Subacute & Rehabilitation Center  
34 years in long-term care

When Marjorie Trimble came to All Saints in May 1975 to apply for a part-time job as a housekeeper, she knew little about becoming a nursing assistant. When offered work as a CNA at \$2 per hour, she could not believe her luck in being able to earn a living doing what she loves – helping the elderly. Today, 34 years later, she is still the most compassionate, dependable, respected and loved staff member at All Saints. She is always willing to help others and places her residents needs before her own. Her leadership abilities have helped improve the work environment for her co-workers. After becoming a CNA, Marjorie had three children and recently celebrated her 50th wedding anniversary. She is now a grandmother of seven and a great grandmother of three.



**Marjorie Trimble**

# Facility Super Star NOMINEES

**Martha Acero**

RNA  
Country Villa Claremont  
19 years in long-term care

**Barbara Aittala**

Medical Records  
Mt. Rubidoux CH, Riverside  
27 years in long-term care

**Sheila Allen**

CNA  
Creskide Care Center, Stockton  
20 years in long-term care

**Kim Beatrez**

Director of Dining Services  
Golden LivingCenter Clovis  
22 years in long-term care

**Helen Calloway**

CNA  
Waterman CH, San Bernardino  
25 years in long-term care

**Raul Castro**

RNA  
Ygnacio Valley Care Center, Antioch  
19 years in long-term care

**Sue Ellen Chambers**

Health Information Director  
Coventry Court HC, Anaheim  
23 years in long-term care

**Momoyo Craddock**

CNA  
Fairfield Nursing & Rehab Center  
24 years in long-term care

**Norma Cumay-Ao**

Activity Director  
Windsor Vallejo Care Center  
12 years in long-term care

**Edith De Garcia**

CNA  
Orangetree CH, Riverside  
18 years in long-term care

**Annette Dell' Osso**

Director of Nursing Services  
Country Villa San Rafael Healthcare Center  
13 years in long-term care

**Virginia Diaz**

CNA/RNA  
Country Villa Huntington Drive, Arcadia  
25 years in long-term care

**Arcelia Fossati**

Social Services Designee  
Windsor Gardens Care Center of San Diego  
23 years in long-term care

**Rosemarie Gomilla**

Charge Nurse  
Alta Gardens Care Center, Garden Grove  
19 years in long-term care

**Maria Teresa Habon**

Interim Vocational Nurse  
Shoreline Care Center, Oxnard  
19 years in long-term care

**Patricia Harper**

Food Service Supervisor  
Folsom Convalescent Hospital  
26 years in long-term care

**Bonnie Hendricks**

Medical Records Director  
Villa Health Care Center, Santa Ana  
17 years in long-term care

**Adela Hernandez**

RNA  
Anaheim Terrace Care Center, Cypress  
28 years in long-term care

**Annie Jones**

LVN  
Medical Hill Rehab Center, Oakland  
20 years in long-term care

**Linda Jones**

Wound Care Specialist  
Windsor Hampton Care Center, Stockton  
20 years in long-term care

**Li Fang Jou**

Director of Staff Development  
Country Villa Broadway, San Gabriel  
28 years in long-term care

**Kinte Keyes**

Medical Record Super  
Diamond Ridge HC Center, Modesto  
17 years in long-term care

**Molly Kingsley**

Social Services Designee  
Del Rosa Villa, San Bernardino  
27 years in long-term care

**Maria Manriquez**

CNA/RNA  
Calistoga Gardens Nrsng Ctr, Clear Lake Oaks  
26 years in long-term care

**Oralia 'Lala' Mares**

Director of Dining Services  
Golden LivingCenter-Fresno  
27 years in long-term care

**Maria Martinez**

RNA  
Fifth Avenue HC Center, San Rafael  
18 years in long-term care

**Sue Anne McIntosh**

Director of Nutritional Services  
Country Villa Rancho Mirage HC Center  
20 years in long-term care

**Margaret Miles**

CNA  
Plott Nursing Home, Ontario  
22 years in long-term care

**Rodora Payumo**

MDS Coordinator  
Windsor Gardens, Golden Hills  
28 years in long-term care

**Joanie Peel**

Business Office Manager  
Country Villa Modesto Nursing & Rehab  
19 years in long-term care

**Santos 'Sandy' Perez**

Housekeeper  
Horizon Health & Subacute Center, Fresno  
24 years in long-term care

**Donna Pittman**

Activity Director, Admissions Coordinator  
Napa Nursing Center  
26 years in long-term care

**Gaila Rearden**

RNA  
Golden LivingCenter-Hy-Pana, Stockton  
15 years in long-term care

**Rosalva Rivas**

Director of Admissions  
Downey Care Center  
26 years in long-term care

**Linda Rogers**

Health Information Director  
Country Villa Laguna Hills  
9 years in long-term care

**Judy Sharp**

Dietary Supervisor  
Country Villa La Sierra, Merced  
15 years in long-term care

**Phong Sinbandit**

RNA  
Windsor Gardens Sub-Acute and Rehab  
of Golden Hills, San Diego  
26 years in long-term care