



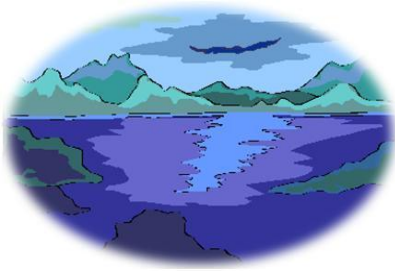
*Welcome to the 6<sup>th</sup> Annual*  
**SERVICE AWARDS *for* GERIATRIC EXCELLENCE**



*Hosted by:*



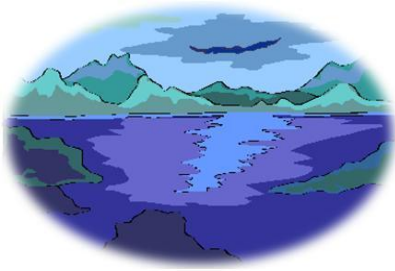
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

- ❧ The Service Awards for Geriatric Excellence (SAGE) is a joint initiative of the Regional Geriatric Program central and St. Peter's Hospital, Hamilton Health Sciences.
- ❧ The goal of SAGE is to honour the outstanding achievements of those contributing to the field, while also highlighting geriatrics as a critical field of health care.
- ❧ Tonight we recognize those who provide exemplary service and make outstanding contributions to the health, independence and quality of life of seniors.

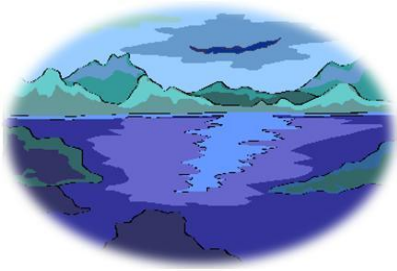
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

This year we received  
**92**  
nominations!

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2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

☞ We received nominations  
in all six categories:

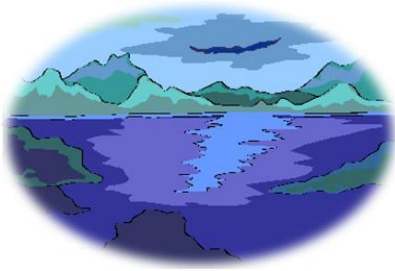
- Individual
- Executive
- Volunteer
- Student
- Team
- Organization

☞ And from seven regions:

- Brant
- Haldimand & Norfolk
- Halton
- Hamilton
- Niagara
- Waterloo
- Wellington Dufferin

☞ A description of the award categories and a listing of all nominees can be found in your program.

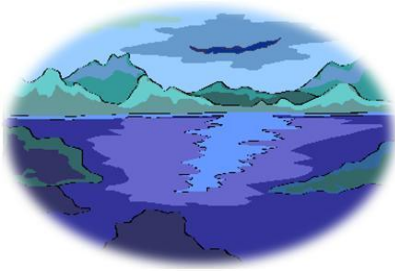
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2009  
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GERIATRIC EXCELLENCE

∞ Each SAGE nomination is reviewed independently by four people using standard criteria and a scoring template. The four independent scores for each nomination are tallied to determine the winner in each category.

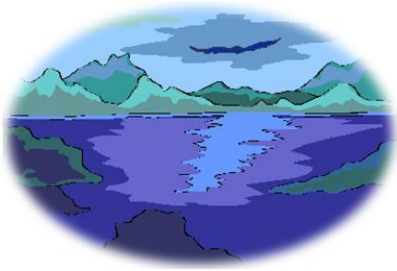
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2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

- ∞ Despite independent scoring, we experienced a tie in the Executive category this year. Two individuals will be awarded in this category.
- ∞ New this year, to acknowledge the large number of nominees in the Individual Category, the Planning Committee agreed that two awards will be presented in this category.

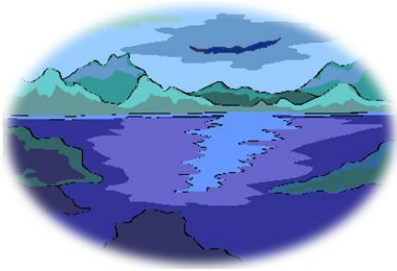
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2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Award  
Presentations*

*Celebrating Excellence!*

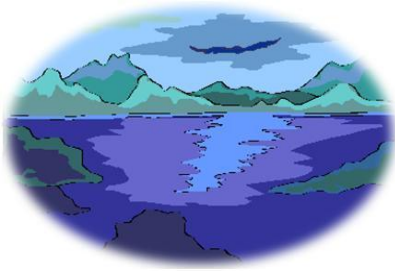


2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Individual  
Award*

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2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

Nominees for outstanding achievement in the  
**INDIVIDUAL CATEGORY:**

**Pam Accadia**

*McMaster University Medical Centre*

**Nola Bachiu**

*St. Peter's Residence at Chedoke*

**Maria Boyes**

*Cambridge Memorial Hospital*

**Tara Britton**

*St. Peter's Residence at Chedoke*

**Elizabeth Catarino**

*St. Peter's Hospital*

**Esther Coker**

*St. Peter's Hospital*

**Theresa Daly**

*Trellis Mental Health and Developmental Services*

**Kaitlin DeCiccio**

*St. Peter's Hospital*

**Jeff DeRuyter**

*Guelph Police Services*

**Darla Dicy**

*St. Peter's Hospital*

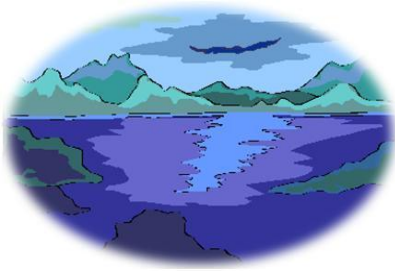
**Cami D'Uva**

*Joseph Brant Memorial Hospital*

**Sandy Durham**

*Joseph Brant Memorial Hospital*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

Nominees for outstanding achievement in the  
**INDIVIDUAL CATEGORY:**

**Bonnie Franklin**

*Alcohol, Drug & Gambling Services,  
City of Hamilton*

**Martene Harshaw**

*Community Mental Health Program,  
Niagara Region Public Health*

**Mildred Healy**

*Heritage Green Nursing Home*

**Pat Hexamer**

*Community Addiction and Mental Health  
Services of Haldimand & Norfolk*

**Diane Hinshelwood**

*Centre for Mountain Health Services, St.  
Joseph's Healthcare*

**Hanna Jankowski**

*The Wellington Long Term Care &  
Retirement Community*

**Blanka Kocnarova**

*St. Peter's Residence at Chedoke*

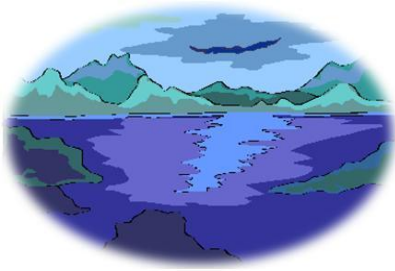
**Kathryn Leatherland**

*Hamilton Niagara Haldimand Brant  
Community Care Access Centre, Haldimand  
Norfolk Branch*

**Jocelyn LeBlanc**

*Trellis Mental Health and Developmental  
Services, St. Joseph's Health Centre &  
Grand River Hospital*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

Nominees for outstanding achievement in the  
INDIVIDUAL CATEGORY:

**Dr. Linda Lee**

*The Centre for Family Medicine Family  
Health Team*

**Wayne Lew**

*St. Joseph's Health Centre, Guelph*

**Dr. Kirsten Lindner**

*Halton Healthcare Services*

**Laurie Mascaroni**

*St. Peter's Hospital*

**Louanne McClemont**

*Main Hess Seniors Centre*

**Cathy McCaffrey**

*St. Peter's Hospital*

**Liz Mersereau**

*St. Peter's Hospital*

**Lynn Nield**

*St. Peter's Hospital*

**Heather Pepper**

*Henderson General Hospital*

**Lori Phillips**

*Henderson General Hospital*

**Mary Provenzano**

*St. Peter's Hospital*

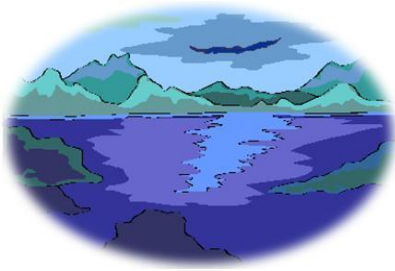
**Jean Riley**

*St. Peter's Hospital*

**Jan Roadhouse**

*Brant Community Healthcare System*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

Nominees for outstanding achievement in the  
**INDIVIDUAL CATEGORY:**

**Karen Robinson**

*Henderson General Hospital*

**Sophia Ramotar**

*St. Peter's Residence at Chedoke*

**Lillian Romualdi**

*VON Adult Day Centre*

**Heather Provo Rye**

*VON Hamilton*

**Monique Saleh**

*Heritage Green Nursing Home*

**Kathy Stephens**

*Dynamic Therapy Solutions*

**Tricia Stiles**

*Waterloo Wellington Community Care Access  
Centre*

**Sandra Sullivan**

*Chedoke Hospital*

**Krys Theriault**

*St. Peter's Hospital*

**Molly Watson**

*St. Peter's Hospital*

**Karen White**

*McMaster University Medical Centre*

**Annette Wilson**

*Haldimand-Norfolk Community Senior Support  
Services Inc.*

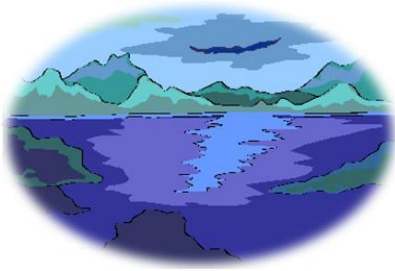
**Debbie Young**

*St. Peter's Residence at Chedoke*

**Judit Zsoldos**

*Catholic Family Services of Hamilton*

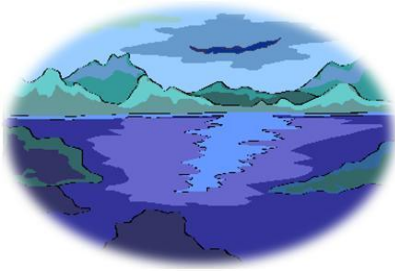
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

- As a member of the Seniors at Risk Community Response Network since 2006, our first winner has become a key resource to members of that network as well as the broader community serving older adults.
- This individual has been a leader in the development of a very successful program that addresses the needs of vulnerable seniors within the community and has championed training and understanding of the unique needs of older adults.
- Our winner has been a leader in the development of a successful collaborative response to seniors at risk, and regularly participates in community forums, community working groups and consultation teams.

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

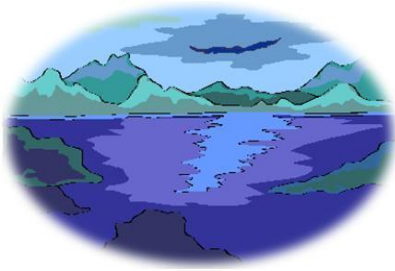
*Excerpts from the winner's nomination letters*

“...has demonstrated sensitivity to the needs of older adults, a passion and commitment to serving older adults and a tremendous dedication to the collaborative process that has been unprecedented.”

“promotes partnerships and has an inspiring vision that has positively impacted the health and well being of seniors within our community...his dedication to ensuring that the Police understand the care needs of seniors in our community is exceptional.”

“It has been said that *‘it will require a community effort to create an environment which reaffirms the rights of older adults to self determination, respect and dignity’* I suggest that our success has been directly related to the involvement of partners like this individual to lead us in this effort.”

*Celebrating Excellence!*

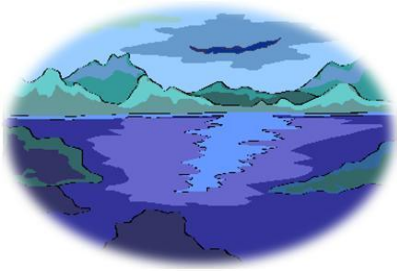


2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*





2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

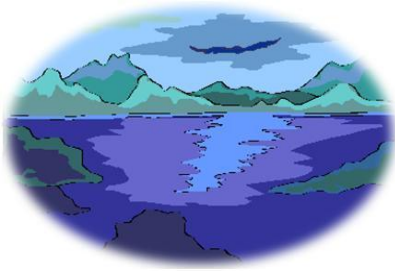


Congratulations to  
**Inspector**  
**JEFF**  
**DERUYTER**

Winner of the 2009  
**Individual**  
**Service Award**  
*for Geriatric Excellence!*

*Celebrating Excellence!*

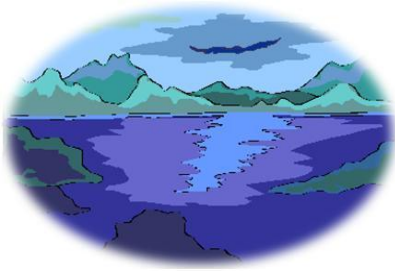




2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

- Several key themes and words are repeated in the letters supporting our second winner's nomination: commitment to inter-professional care; devotion to geriatrics; teacher; mentor; advocate; and leader.
- This individual is an exceptional inter-professional teacher and advocate for improving primary care of older adults and from very early on in her career her primary focus has always been about patient care.
- Our winner established an inter-professional and evidence-based Memory Clinic program within her Family Health Team and has established a sustainable training program to assist other Family Health Teams to establish Memory Clinics within their practices.

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Excerpts from the winner's nomination letters*

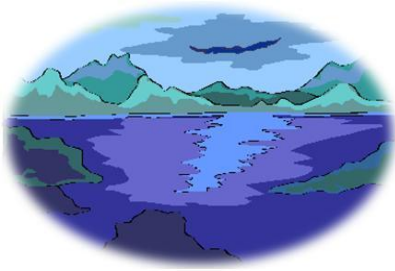
“...a trailblazer for developing a desperately needed, more expert general practitioner perspective in geriatric care.”

“She coaches, encourages, cheers and inspires, and when the initial hard work is over, she continues to stay connected, to answer our many questions and directs information to us...”

“With the recent investments and developments in primary care reform, it is extremely timely to showcase and celebrate a peer leader who can inspire a new generation of passionate and knowledgeable primary care providers.”

“She would be the first to say that we all take on a leadership role as members of the team. This is because she has worked diligently with each and every one of us...we have immense trust in each other and especially in her.”

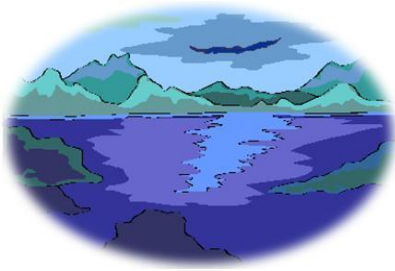
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*



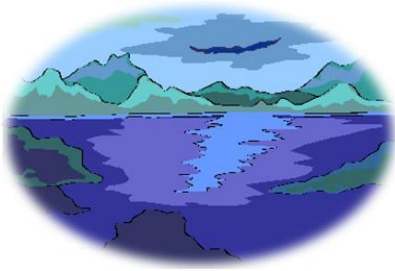
2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE



Congratulations to  
**DR. LINDA LEE**

Winner of the 2009  
**Individual**  
Service Award  
*for* Geriatric Excellence!

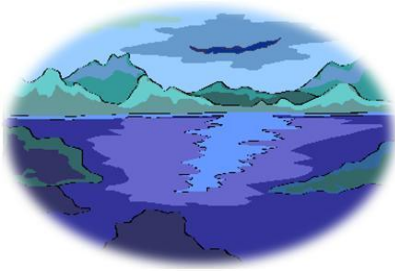
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Executive  
Award*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

Nominees for outstanding achievement in the  
EXECUTIVE CATEGORY:

**Roslyn Bentley**

*Upper Grand Family Health Team*

**Mary Burnett**

*Alzheimer Societies of Brant,  
Hamilton and Halton & Haldimand  
Norfolk*

**Kit Julian**

*Alzheimer Society of Haldimand  
Norfolk, Caregiver Wellness  
Centre, Haldimand Abilities Centre*

**Paul O'Krafka**

*St. Joseph's Villa*

**Dr. Alexandra Papaioannou**

*McMaster University*

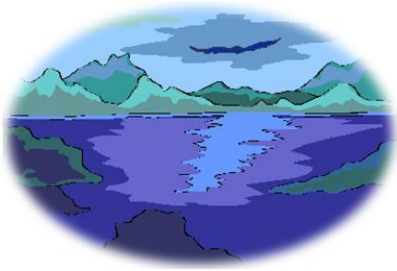
**Andrea Pomeroy**

*Arbourcreek Long Term Care Centre*

**Jane Rufrano**

*Hotel Dieu Shaver Health and  
Rehabilitation Centre*

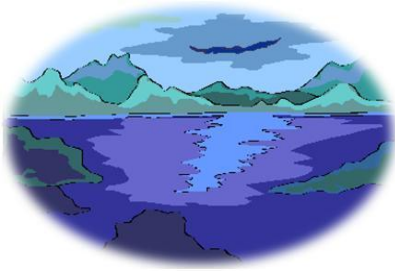
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Two*  
*outstanding nominees*  
*have tied in this category...*

*Celebrating Excellence!*

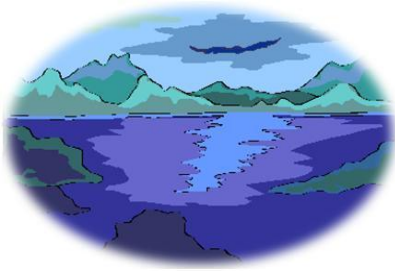


2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

- Our first winner has been successfully leading this organization for 20 years.
- Through strong leadership and fundraising skills, political savvy and an affinity for developing innovative partnerships, this individual has been instrumental not only in the reconstruction of the organization's facility, but also in fostering many creative new programs and services that have improved the quality of life of residents and community members.
- Our winner has a long history of involvement with projects and committees related to Long Term Care and health and social service programs for seniors, demonstrating a strong dedication and commitment to improving care for older adults and overall to giving back to the community.

*Celebrating Excellence!*





2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

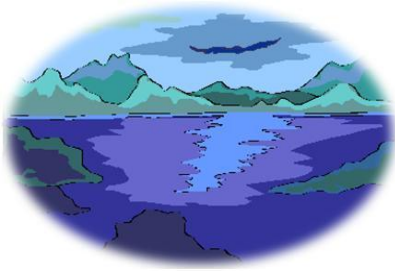
*Excerpts from the winner's nomination letters*

“has been described by many as a ‘Visionary’ leader... a trailblazer in the field of seniors’ care...this person’s commitment and care for what they do and who they represent speaks loud and clear.”

“Is genuine in the desire that every resident receive the best possible care based on clinical excellence and best practices...ensures that staff have opportunities for ongoing education and a supportive environment in which to work....provides excellent mentorship and support to staff.”

“Not only the face and voice of the organization, but gives freely of their time to guide and direct those who seek counsel...one of this individual’s great strengths is the ability to allow others to flourish...”

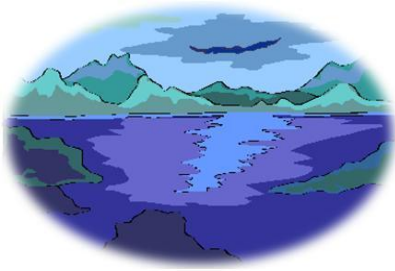
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE



Congratulations to

**PAUL  
O'KRAFKA**

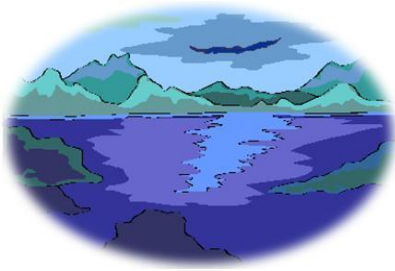
Winner of the 2009

**Executive**

**Service Award**

*for Geriatric Excellence!*

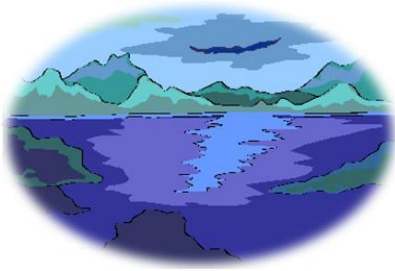
*Celebrating Excellence!*



## 2009 SERVICE AWARDS *for* GERIATRIC EXCELLENCE

- Our second winner has made outstanding contributions to the provision of complex continuing care, rehabilitation, and geriatric services.
- This individual is a dedicated learner who, having come from a career in acute care, with intense determination became familiar with programs, services, models of care and key challenges in providing care to seniors within the hospital environment. Our winner has become a strong advocate for making hospitals more senior friendly.
- This individual has strived to meet the needs of patients and their caregivers through the establishment of innovative programs and partnerships and by spearheading significant changes to the hospital's physical environment to optimize patient well-being and to enhance family and community involvement.

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

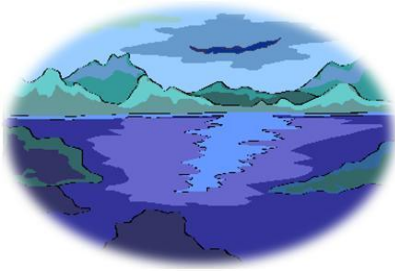
*Excerpts from the winner's nomination letters*

“...an outstanding executive and has been an exceptional change agent...has created a culture and environment where seniors feel safe, respected, valued, and engaged in the world around them.”

“In addition to her commitment to the patients served at the hospital, she has also become an advocate for change for the care of seniors in hospital at a LHIN and provincial level.”

“...she has demonstrated strong leadership in the field of geriatrics...promotes excellence within our organization and inspires all of us who work with her...”

*Celebrating Excellence!*

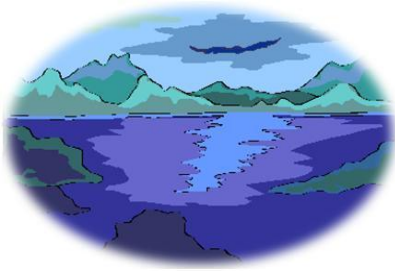


2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*





2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE



Congratulations to

**JANE  
RUFFRANO**

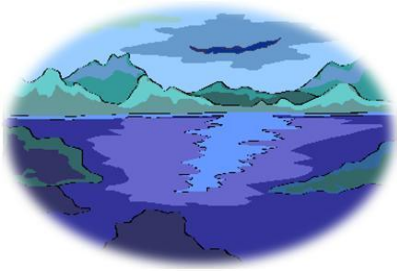
Winner of the 2009

**Executive**

**Service Award**

*for Geriatric Excellence!*

*Celebrating Excellence!*

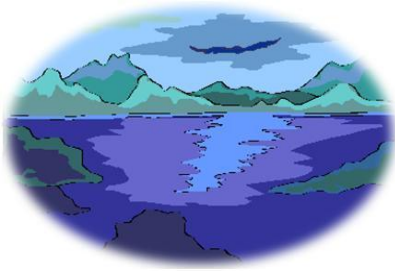


2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Volunteer  
Award*

*Celebrating Excellence!*





2009  
**SERVICE AWARDS *for***  
**GERIATRIC EXCELLENCE**

**Nominees for outstanding achievement in the  
VOLUNTEER CATEGORY:**

**Dorene Ballantyne**

*St. Peter's Residence at Chedoke*

**Laurel Chadwick**

*Hamilton Health Sciences*

**Patricia Crabtree**

*Main Hess Seniors Centre*

**Ann Fawcett**

*St. Peter's Hospital*

**Mary Anne Gordon**

*Hamilton Health Sciences*

**Dunstan Griffin**

*St. Peter's Residence at Chedoke*

**Emily Hess**

*Post Inn Village*

**Hollie Kankowski**

*Alexander Place*

**Shirley Kent**

*Alexander Place*

**Les Lasky**

*Shalom Village*

**Irene Schelfhaut**

*Post Inn Village*

**Nelly Van Patee**

*Friends of Linhaven*

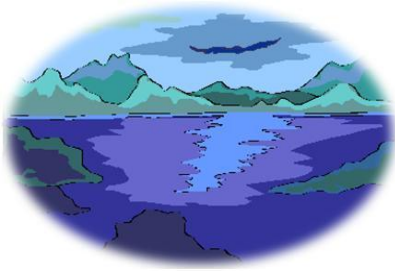
**Christine Vyce**

*St. Peter's Residence at Chedoke*

**Carole Ward**

*Halton Oral Health Outreach, Multiple Sclerosis  
Society, Elder Services Advisory Committee,  
HNHB CCAC*

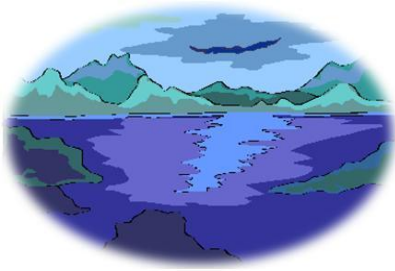
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

- Our winner has served in multiple volunteer governing capacities.
- This individual was an instrumental force in addressing the housing needs of individuals with physical disabilities, and through our winner's leadership two new coalitions have been established to provide a voice and action plan for housing and supports for this population.
- For over a decade this individual has worked collaboratively to help build the mechanisms and linkages that allow people in need of home and community care to access and navigate the array of community supports and health services.
- Our winner has been involved in numerous community projects to improve housing, transportation, oral health services, long-term care legislation and human rights for older adults, and to address age discrimination.

*Celebrating Excellence!*



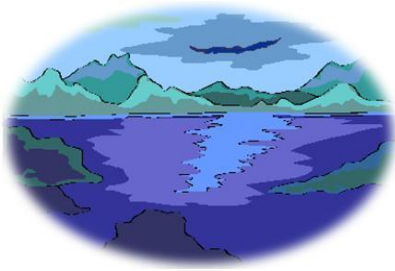
2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Excerpts from the winner's nomination letters*

“She is a life-force of strength, courage, determination and character. She has been committed to improving the quality of life of individuals with physical, cognitive, and medical compromises in our region and throughout Ontario... her engagement within her community as a volunteer has and continues to be exemplary in her commitment to helping others.”

“She has a moral fiber not found in many people. She has a positive attitude that is contagious, and a strong mind-set to do the right thing...She is the essence of good will and is a non-stop contributor to the well being of those disadvantaged.”

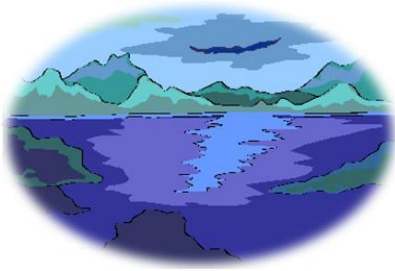
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE



Congratulations to

**CAROLE  
WARD**

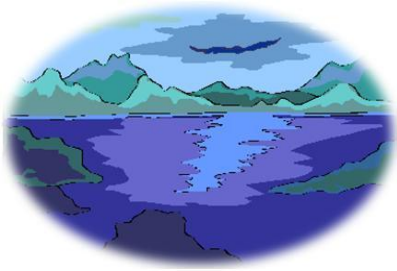
Winner of the 2009

**Volunteer**

**Service Award**

*for Geriatric Excellence!*

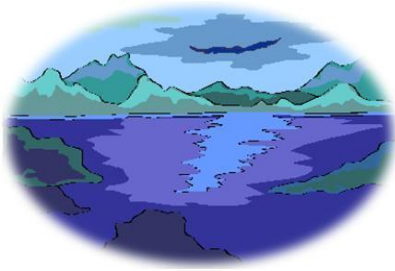
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Student  
Award*

*Celebrating Excellence!*



2009  
**SERVICE AWARDS *for***  
**GERIATRIC EXCELLENCE**

**Nominees for outstanding achievement in the  
STUDENT CATEGORY:**

**Kelly Bashak**

*Gerontology Program, McMaster University*

**Alison Feeney**

*McMaster Integrative Neuroscience Discovery & Study*

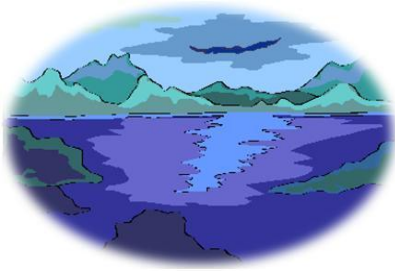
**Jacqueline Green, Chase McMurren & Amy Montour**

*McMaster Geriatric Special Interest Group*

**Sanket Ullal**

*Shalom Village*

*Celebrating Excellence!*



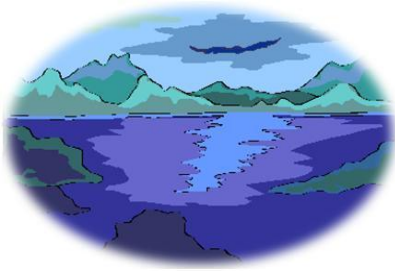
## 2009

# SERVICE AWARDS *for* GERIATRIC EXCELLENCE

- Our winner for student achievement recently completed an undergraduate degree and has been accepted to a Masters program.
- During her undergraduate program, she completed over 100 volunteer hours with the Hospital Elder Life Program at McMaster University Medical Centre, providing weekly visits to hospitalized older adults to assist with the prevention of delirium and functional decline.
- This individual has demonstrated a genuine compassion and commitment to providing care that meets the specific needs of individuals, and has shown initiative and leadership to improve outcomes for patients.
- This student took the initiative to introduce Montessori-based activities for patients with dementia, made adaptations to the program to meet the needs and interests of specific patients and has trained new volunteers in Montessori activities.

*Celebrating Excellence!*





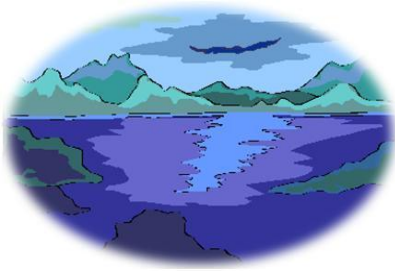
2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Excerpts from the winner's nomination letters*

“...showed tremendous capacity to be a future leader and educator in the field of geriatrics. Her confident and bubbly nature enabled her to share her passion for engaging older adults with new and interesting activities and promoting their use by volunteers in our program.”

“... was a fantastic student. She went above and beyond and created tools that we will use for a long time. She recognized a need on our unit and took the initiative to remedy it...her confidence and eager attitude will allow her to do great things in her career...her ability as a future educator and leader in the field are evident.”

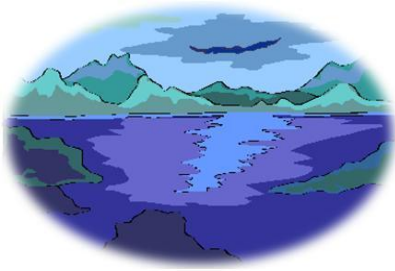
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE



Congratulations to

**KELLY  
BASHAK**

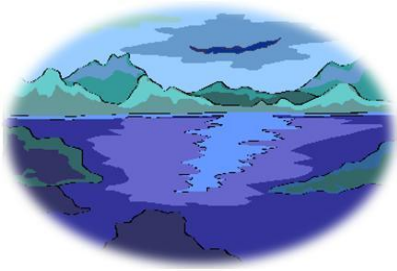
Winner of the 2009

**Student**

**Service Award**

*for Geriatric Excellence!*

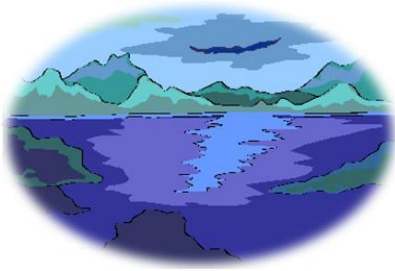
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Team  
Award*

*Celebrating Excellence!*



2009  
**SERVICE AWARDS *for***  
**GERIATRIC EXCELLENCE**

**Nominees for outstanding achievement in the  
TEAM CATEGORY:**

**Transportation Services**

*Canadian Red Cross, North Halton Branch*

**Chaplain Services**

*St. Peter's Hospital*

**Client Information Service**

*Trellis Mental Health and Developmental  
Services*

**Complex Continuing Care Case  
Managers Team**

*St. Peter's Hospital*

**Engineering Department**

*St. Peter's Hospital*

**Escarpment Wing Team**

*Creek Way Village Long Term Care*

**Geriatric Medicine Team**

*Cambridge Memorial Hospital*

**Nutrition and Food Services**

*St. Peter's Hospital*

**Complex Medical Rehabilitation**

**Occupational Therapists Team**

*Henderson General Hospital*

**Palliative Care Home Support Team**

*Hamilton Niagara Haldimand Brant*

*Community Care Access Centre, Haldimand  
Norfolk Branch*

**Safe Patient Handling Committee**

*St. Peter's Hospital*

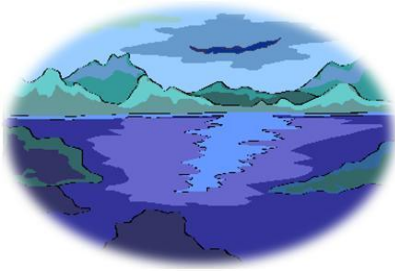
**The Goldie's 2 Home Team**

*Shalom Village*

**Therapeutic Recreation Department**

*St. Peter's Hospital*

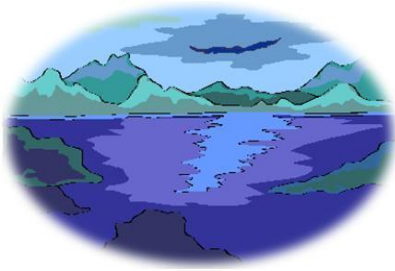
*Celebrating Excellence!*



## 2009 SERVICE AWARDS *for* GERIATRIC EXCELLENCE

- Our winning Team has provided geriatric outpatient services for 15 years. Though only a small team, through collaborative partnerships with seniors, families, community support services and primary care they have a much larger team network to help meet the needs of their patients.
- They are leaders in implementing best practices and outcome measurement, and they often provide geriatric training to colleagues in other settings and disciplines. As a team they have a strong understanding of the health care system as a whole and are always present at planning tables to help improve health and community services for older adults.
- The team has consulted for the implementation of the Geriatric Emergency Management Nurses program, introducing best practices and achieving standardization of the GEM role in their region.

*Celebrating Excellence!*



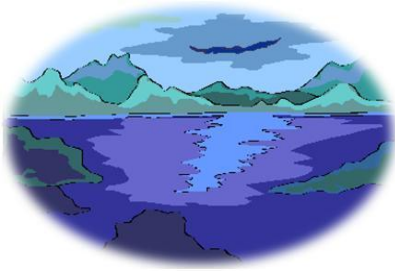
2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Excerpts from the winner's nomination letters*

“The seniors who have come into contact with their services have commented on the excellent care they have received and that the follow-up is positively remarkable...The clinical services they provide demonstrate a holistic approach to service delivery and they maintain strong partnerships with their colleagues.”

“I am most impressed with the strength of this team and their flexibility and willingness to assist with improving our community and services for seniors...”

*Celebrating Excellence!*

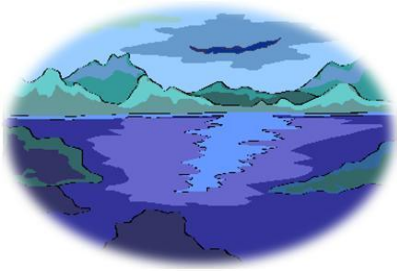


2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*





2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

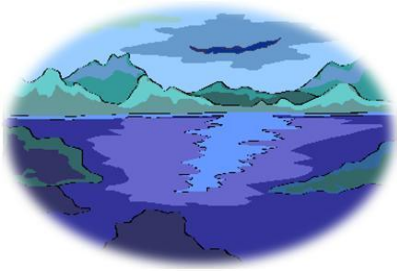


Congratulations to  
**DR. JOHN YANG**  
**MARIA BOYES**  
Geriatric Medicine Team

Winners of the 2009  
**Team**

Service Award  
*for* Geriatric Excellence!

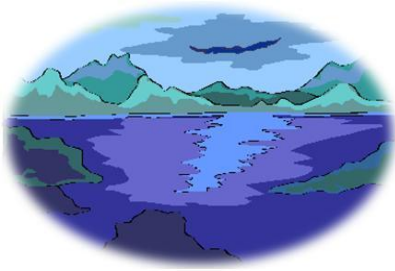
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

# *Organization Award*

*Celebrating Excellence!*



2009  
**SERVICE AWARDS *for***  
**GERIATRIC EXCELLENCE**

**Nominees for outstanding achievement in the  
ORGANIZATION CATEGORY:**

**The Carpenter Hospice**

**Disabled & Aged Regional Transportation System (D.A.R.T.S.)**

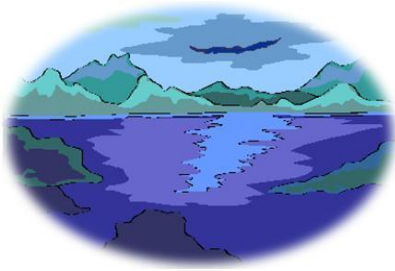
**Haldimand-Norfolk Community Senior Support Services Inc.**

**Psychiatry and Medicine for the Aged in the Community, Chedoke Hospital**

**Villa Italia Retirement Residence**

**Community Support Connections - Meals on Wheels and More**

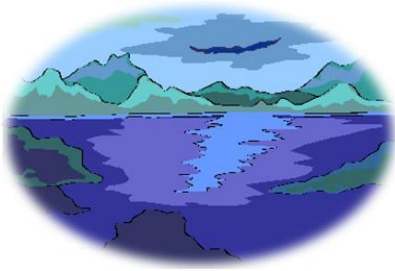
*Celebrating Excellence!*



## 2009 SERVICE AWARDS *for* GERIATRIC EXCELLENCE

- Our winner provides service to an area spanning almost 3,000 square kilometres. In spite of the many challenges of serving a vast rural area, and delivering services with limited resources, the organization has maintained its commitment to serving the needs of a growing senior population.
- The organization has overcome some of these challenges through the support of more than 450 volunteers and collaborative partnerships with various other support services in the region.
- Services provided to older adults and their families by this organization include an adult day program, Meals on Wheels, transportation, friendly visiting and telephone reassurance, volunteer hospice and caregiver support, short term intensive support services for vulnerable clients, a home maintenance brokerage, congregate dining and more.

*Celebrating Excellence!*



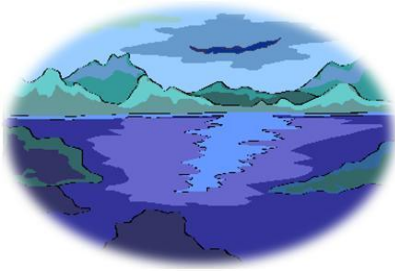
2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Excerpts from the winner's nomination letters*

“ This is a unique organization with many facets but it follows one very important mandate, to enhance independence and quality of life...”

“As quoted from a client, ‘You take very good care of me, I don’t know what I would have done without you’.”

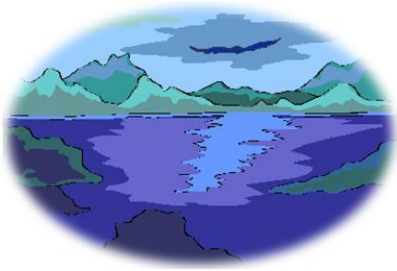
*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*And the  
winner is...*

*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

Congratulations to

HALDIMAND-  
NORFOLK  
COMMUNITY  
SENIOR SUPPORT  
SERVICES INC.

Winner of the 2009

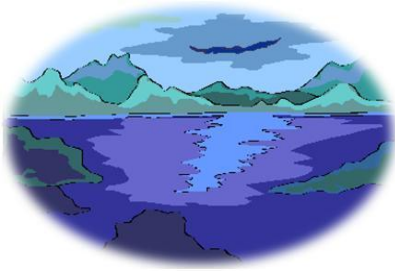
**Organization**

**Service Award**

*for Geriatric Excellence!*



*Celebrating Excellence!*



2009  
SERVICE AWARDS *for*  
GERIATRIC EXCELLENCE

*Congratulations*

*to all*

*2009 SAGE Winners!*

*Celebrating Excellence!*





*6<sup>th</sup> Annual*  
**SERVICE AWARDS *for* GERIATRIC EXCELLENCE**



*Hosted by:*



*Celebrating Excellence!*