

## Don Noon Recreation Assistant Youville Home, St. Albert

For Don Noon, living a rich and fulfilled life means coming home at the end of a busy day with a warm heart full of thankful residents and knowing the positive difference he made in their lives that day. But his work life was not always been that way. Over 16 years ago, he was a successful businessman, and often by noon he'd have met or exceeded the sales quota for the day, sometimes by 50 per cent. "My boss never said thank you, he just pushed harder or wanted even more."

So Don made a change, and he hasn't looked back since.

"What I love most about my job are the rich rewards I get from all the residents," said Don. "I started as a volunteer and then I got addicted. Sometimes it is just that I was able to spark a memory for but a minute with a resident with Alzheimer's, or facilitating my news groups where we get into some indepth social discussions. But often, it's simply helping the nursing staff with a trying patient or recognizing that someone is just lonely and needs to talk."

Nominated by a resident's family member, "Don adds a lively presence to Youville Home," said Diana Groten. "He is a person of integrity who put people first. He is gentle and kind, often seen encouraging residents to participate in activities, by paying attention to how they are really feeling that day."

Don is quick to help out nursing staff too when they need a hand. He tells a story of a strong resident who used to turn the dining room tables upside down all the time.

"The parental skills I learned from my kids when they were toddlers came in handy," quipped Don, "I'd often step in to help, ever realizing that the patient's health and mind weren't functioning properly. I've also just taken a resident with dementia who was bothering the whole floor out for a drive in the van for a minute. It cleared his mind, and in the moment the 'old farmer' strongly suggested to me that these guys better get their crops in soon." The resident was happy for the rest of the day.

Don's tremendous sense of humour, quick smile and easy-going character make him a natural friend to all.

## Melissa Crozier, RN Resident Care Manager, 5AB Edmonton General Continuing Care Centre

Sit down and enjoy a cup of tea or talk to Melissa over the phone about a health issue and it quickly becomes apparent that her integrity and spirit are the threads which she laces through all aspects of her life.

Nominated for her work as resident care manager on 5AB, “Melissa’s integrity is demonstrated when she achieves the highest standards of quality care from her staff, without making anyone feel less valuable to the team,” said Danean Millard. “She lives her life this way; she’s forever mindful of the way things are presented.”

Like many of Covenant Health’s staff, “Melissa puts her heart and soul into everything that she does,” said Danean and “she always puts the residents first.”

Melissa has been known to organize a ‘sock-hop’ to celebrate a resident’s birthday and makes sure everyone on the unit is honoured in the way they’re most comfortable. She also recognizes anniversaries and other special milestones, which is especially important to those who don’t have any family.

Melissa takes a great deal of pride in her job and can always be counted on to assist others. For example, during the Christmas holidays last year when many managers were away, an outbreak occurred on several units. Melissa was the first one to be called and as usual she was quick to respond. She recalled the current protocol and was able to set up several units with the precautions that were required.

When asked what she liked most about being a resident care manager, Melissa said “everyday was different and unique.” For Melissa, living a life filled with integrity means “standing by your beliefs and being consistent.”

“I always do my best to let families know that I understand what their needs are and try to accommodate them with the resources we have. That’s why I am proud of the fact that we were able to take a very clinical looking old dining room and re-service it into a more family friendly living room with comfortable chairs, a TV, and nice bookshelves,” concluded Melissa.