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# Memorandum

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**To: All Riverside Glen Community Members**

**From: Paul Brown, Director of Operations**

**Cc:**

**Date: April 22, 2014**

**Re: Transition of Leaders**

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Every organization is essentially an assemblage of people working together. In the world of seniors living, as with health care in general, organizations are “people intensive” and tend to have larger numbers of team members to fulfill their mission. At the Village of Riverside Glen the total number of team members is greater than 300 and is supported by a leadership group of about 20. Teams of this size occasionally have periods of change in which personal decisions by people coincide with one another. Riverside Glen is moving through this type of period and I wanted to share with you the details and the plan already in place for going forward.

I have greatly appreciated the contributions of Heather Vancauwenberghe over the years and admired her ability to form meaningful relationships with residents, family members and the Village team. While Heather has found her roles and relationships at Riverside Glen to be fulfilling she has made a decision to leave and transition the overall leadership of the Village to someone new for the next stage of the journey. While it will be difficult to see Heather leave Village life on April 25th, I feel positive about the new leadership joining the team and I’m happy to share some of the details about the people and plan with you now.

The first significant element to share with you is that Brad Lawrence will be joining the Riverside Glen team as the Interim General Manager. Brad is Schlegel Villages most experienced General Manager with more than twenty years dedicated to a career in senior leadership for retirement and Long Term Care homes. Brad is joining Riverside Glen from his current role as General Manager at the Village of Winston Park in Kitchener where he has been for the past 5 years. Brad’s focus will be placed on building the leadership team over the coming months while a permanent GM is identified and I have great faith in his abilities and quiet confidence. Brad will begin to spend time at Riverside Glen starting next week.

Brad will be joined by Kate MacDonald who will be taking on the Assistant General Manager role and Administrator for LTC. Kate has been the Administrator at Edgewater Gardens LTC home in Dunville for the past three years and worked for Schlegel Villages as the Director of Recreation at Wentworth Heights prior to that. As a result, we know that Kate shares our values and believes in the mission and aspirations of the organization. The shared experience of Brad and Kate both organizationally, and in seniors living, will be of significant immediate benefit. Kate will begin her time at Riverside Glen beginning May 12th.

I would also like to share with you that Pauline Donovan will be taking on another role within Schlegel Villages after her time as Director of Retirement at Riverside Glen. Pauline has made many contributions at Riverside Glen but is now taking the opportunity to engage in special projects with the Support Office including opening new homes and re-vitalizing Quality Improvement policies. Efforts are currently underway to identify a permanent Director of Retirement to work alongside Brad, Kate and the Village team. During the interim, we will welcome Noella Black to our team as the interim Director of Retirement. Noella is currently the General Manager of our Village in Whitby, The Village of Taunton Mills. She has worked in various capacities over the past number of years within our organization, including the Director of Retirement role.

Peter Brouwers will also be joining the team as the interim Director of Environmental Services. Peter has been with Schlegel Villages for 5 years in this capacity, and will be opening our newest 256-bed Long Term Care home in Windsor, The Village at St. Clair. He'll support the Environmental Services team as a result of Andy's resignation, as well as help to hire and train the permanent Director of Environmental Services for Riverside Glen.

In addition, Ruth Auber will be joining the Long Term Care Nursing team in a clinical support role. Ruth will work directly with Amy and Huib as the clinical care leadership team within Long Term Care. Ruth has worked as a Director of Nursing Care in the past, as well as Nurse Consultant for our organization.

I know you will join me in welcoming Brad, Kate, Noella, Peter and Ruth to the team and wishing Heather well in her future endeavours!